

| Set | Items | Description |
|-----|----------|---|
| S1 | 146 | AU=(MCNEIL D? OR MCNEIL, D?) |
| S2 | 5302651 | GOAL? ? OR AIM OR OBJECTIVE? |
| S3 | 223019 | S2(3N) (CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? OR CLIENT? OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? - OR PERSON? ?) |
| S4 | 6717961 | PERFORMANC? |
| S5 | 3315043 | BEHAVIOR? OR BEHAVIOUR? OR HABIT? OR TRAIT? ? OR CHARACTER? |
| S6 | 7938867 | DETERMIN? OR IDENTIFY? OR MEASUR? |
| S7 | 15431990 | CORRELAT? OR RELAT? |
| S8 | 17447157 | MODEL? ? OR SYSTEM? ? |
| S9 | 6887 | WORK()PRODUCT? ? |
| S10 | 0 | S1 AND S3 |
| S11 | 6545 | S3(S)S5 |
| S12 | 1 | S11(20N)S9 |
| S13 | 1632 | S11(15N) (S6 OR S7) |
| S14 | 408 | S13(S) (S8 OR S9) |
| S15 | 306 | S14 NOT PY>2000 |
| S16 | 296 | S15 NOT PD=20000803:20031031 |
| S17 | 260 | RD (unique items) - <i>all condensed : title / 14072</i> |

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17/3,K/1 (Item 1 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02494961 115719622

Low-wage mobility in the Italian labour market

Cappellari, Lorenzo

International Journal of Manpower v21n3/4 PP: 264 2000

ISSN: 0143-7720 JRNL CODE: IJM

WORD COUNT: 9528

...TEXT: bottom of the wage distribution

This section is focused on the estimation of an econometric **model** of low-pay transition probabilities, i.e. the probability of being low paid in 1995...

... 1993 status; in particular, the object of the analysis will be the impact of personal **characteristics**, **measured** at the beginning of the transition[20], on **individual** transition probabilities. The **aim** of the exercise is twofold. First, the **model**'s estimation will shed light on the effect of observed personal attributes on favouring exits...

17/3,K/2 (Item 2 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02492335 117543113

Administrative decision making: a contextual analysis

Basi, Raghubir S

Management Decision v36n4 PP: 232 1998

ISSN: 0025-1747 JRNL CODE: MGD

WORD COUNT: 4920

...TEXT: culture is characterized by organic structures and processes, and flexible position roles designed to serve **client**-centered organizational **goals** as prescribed through participation of key stakeholders. The organizational **system** is molded to achieve **relational** synergy between individuals and groups to accomplish mutually agreed on goals.

Organizational cultures and requisite...

17/3,K/3 (Item 3 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02426430 117542073

Relationships between employee attitudes, customer satisfaction and departmental performance

Adsit, Dennis J.; London, Manuel; Crom, Steven; Jones, Dana

Journal of Management Development v15n1 PP: 62 1996

ISSN: 0262-1711 JRNL CODE: JMD

WORD COUNT: 4694

...TEXT: of 30 banks, Paradise-Tornow[36] examined relationships between employee perceptions of management leadership and **measures** of financial performance and efficiency. The **measures** of managerial **behaviour** were tied to a leadership/management **model** which focused on **behaviours**

believed to be important in establishing a competitive sales and service-oriented culture. Such a...

... study found that leadership factors of communication downwards, sales goals and teamwork showed the strongest **relationships** to organizational efficiency **measures**. The research suggested that leaders have control over achieving **objectives** because they take **customer** requirements into consideration.

The current study extends previous research by examining **relationships** between employee attitudes, performance, and customer satisfaction over time. The goal is to determine the...

17/3,K/4 (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02397991 117540053

Trust and the acquisition of knowledge from non-executive directors by high technology entrepreneurs

Boussouara, Mohammed; Deakins, David

International Journal of Entrepreneurial Behaviour & Research v6n4 PP: 204 2000

ISSN: 1355-2554 JRNL CODE: IEBR

WORD COUNT: 9559

...TEXT: trust refers to the relationships which organisation members have. When people embedded in a social **system** together examine values and norms that shape behaviour in that **system**, and envision new values, the result can be increased understanding and trust. Members of firms...

... based trust shows that "group-based trust is linked with group membership and develops as **individuals** **identify** with the **goals** espoused by particular groups and organizations" (Lewicki and Bunker, 1996, p. 122). Group identification enhances...

17/3,K/5 (Item 5 from file: 15)

✓ DIALOG(R)File 15:ABI/Inform(R)

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02396978 117542906

Identifying key characteristics of technical project leadership

Thite, Mohan

Leadership & Organization Development Journal v20n5 PP: 253 1999

ISSN: 0143-7739 JRNL CODE: LOD

WORD COUNT: 4739

...TEXT: behaviour.

Based on the results shown in Table III, it can be argued that a **model** consisting of five leadership scales with 30 items is better suited to **measure** technical leadership **behaviour**. The first scale is a combination of intellectual stimulation and idealised influence (which in turn...

17/3,K/6 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02394416 117539791

Understanding family businesses: issues for further research

Rob Goffee

International Journal of Entrepreneurial Behaviour & Research v2n1 PP: 36
1996

ISSN: 1355-2554 JRNL CODE: IEBR

WORD COUNT: 4963

...TEXT: which family members share. It is these assumptions which will shape, for example, the role **models** which individual family members choose. First-born sons in most western nuclear families often choose...

... unable to interest their offspring in their business (Levinson, 1983). Cultural assumptions will also shape **individuals work-related goals** concerning, for example, the accumulation of

17/3,K/7 (Item 7 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02358306 117541723

Searching the Web: a survey of EXCITE users

Spink, Amanda; Bateman, Judy; Jansen, Bernard J

Internet Research v9n2 PP: 117-128 1999

ISSN: 1066-2243 JRNL CODE: NTRS

WORD COUNT: 6075

...TEXT: Web search engines are similar to access mechanisms to digital libraries and information retrieval (IR) **systems** that use IR techniques (e.g. Boolean queries and relevance ranking). In the broadest sense...

...IR. In many cases, users must search the Web to access digital libraries and IR **systems** - particularly if they do not know specific URLs for these services. Owing to the growing...

... to investigate users' interactions with Web search services (e.g. EXCITE). Behavior common to IR **systems** users can also be investigated with Web users. The aim of the study presented in this paper is to explore if **behaviors** exhibited by IR **system** users, i.e. successive or **related** searches concerning the same or evolving information problem, are also common to users of Web...

17/3,K/8 (Item 8 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02327470 86065114

TQM in public organisations: an examination of the issues

Dewhurst, Frank; Martinez-Lorente, Angel R; Dale, Barrie G

Managing Service Quality v9n4 PP: 265 1999

ISSN: 0960-4529 JRNL CODE: MAQ

WORD COUNT: 5744

...TEXT: with technical requirements and reduction in costs rather than improvements in consumers' satisfaction.

The motivation **systems** in a public organisation have to facilitate

quality improvements within the budget. The specific characteristics...

... management in governmental organisations in some European countries present difficulties in the application of reward **systems**. Monetary incentives are difficult to implement for several reasons. They include difficulty in the **objective measure** of **individual** or group performance, fixed budgets and, occasionally, trade union opposition. In governmental organisations, promotion is...

... staff who are under performing. These two facts make evident the need for imaginative motivation **systems**. Promoting social service spirit and developing a sense of public duty may be considered by some to be unfashionable, but it has proved to be a valuable motivation **system** for public service employees and it still remains even in the UK utilities which have...

17/3,K/9 (Item 9 from file: 15)
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02295028 86926563

Killing two birds with one stone: achieving quality via total safety management

M. Dominic Cooper; Robin A. Phillips
Facilities v15n1/2 PP: 34 Jan/Feb 1997
ISSN: 0263-2772 JRNL CODE: FAC
WORD COUNT: 4592

...TEXT: culture is broader in meaning than that for quality, its specificity allows fine-grained psychometric **measurement** and analyses, as it implicitly acknowledges Bandura's reciprocal **relationship** between attitudes, **behaviour** and situations. Consequently, for practical purposes, the present authors view all forms of organizational culture... goals; members' day-to-day goal-directed behaviour; and the presence and quality of organizational **systems** to support goal-directed behaviour. Viewing culture in this way makes it possible to apply a variant of Bandura's original **model** to the whole organization to provide an organizing framework for implementation and analyses. Within the domain of safety, an application of this **model** enables the HSC's definition to be translated into actions that shape, change or manage...

... support this model. For example, it has been applied to motivational strategies to address safety **behaviour** (Cooper et al., 1994; Duff et al., 1994); to the **measurement** of safety climate to assess perceptions and attitudes (Phillips et al., 1993); and to an objective safety management **system** audit to address structural deficiencies in safety **systems** (Cooper, 1993c). Although the full **model** has not yet been applied simultaneously within one organization, an empirical relationship has been established...

... a variant of Phillips et al.'s (1993) safety climate measure and a safety management **system** audit (Cooper, 1993c) specifically developed by the first author for the study reported in Alexander...

... support the notion that safety culture can be meaningfully analysed by use of the reciprocal **model**. Moreover, by focusing on different variables of interest, it is conceivable that other researchers may be able to use the reciprocal **model** to analyse different forms of corporate cultures to assess their impact on the functioning of...

17/3,K/10 (Item 10 from file: 15)
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02290163 84986931

Performance measurement in strategic change

Rainer Feurer; Kazem Chaharbaghi
Benchmarking for Quality Management & Technology v2n2 PP: 64 1995
ISSN: 1351-3036 JRNL CODE: BCHK
WORD COUNT: 5715

...TEXT: goals will be satisfied and to what extent. However, it is not always possible to **determine** the **relationship** between the outcome of a decision and the **goals** of **individuals** and groups. This is because it is difficult to make goals **measurable** as each entity within an organization will have a number of formal goals which are...

... organization, and thus influence the actual decision-making processes. Most of the existing performance measurement **systems** neglect the existence of these informal goals. Consequently, information is filtered and manipulated in such a form that the performance measurement **system** employed does not reflect the actual picture. The filtering and manipulation of information not only...

...represents a situation in which the gap between the performance measures and the individual value **systems** becomes so great that individuals completely reject the measurement **system**. There are two ways of minimizing this gap: change the value **system** or alter the measurement **system**. This is necessary because the success of a formulated strategy hinges not only on the...

17/3,K/11 (Item 11 from file: 15)
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02275693 86922345

Establishing quality systems in research institutes: a progress report

T. Pfeifer; M. Wunderlich
TQM Magazine v9n3 PP: 221 1997
ISSN: 0954-478X JRNL CODE: TQM
WORD COUNT: 2891

...TEXT: institute. The necessary procedures to accomplish these goals have to be described in the quality **system**. The performance requirements of the processes need to be clearly specified with **measurable** or at least comparable **characteristics**. Research quality as seen by the customer is influenced directly by these processes as well...

17/3,K/12 (Item 12 from file: 15)
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02248650 84987201

Reengineering the undergraduate business core curriculum: aligning business schools with business for improved performance

Walker, Kenton B; Black, Ervin L
Business Process Management Journal v6n3 PP: 194 2000

ISSN: 1463-7154 JRNL CODE: BPMT
WORD COUNT: 6506

...TEXT: learn their new roles and expectations are adjusted.

A third problem is the faculty reward **system**. The traditional faculty reward **system** is fundamentally misaligned with customers of business schools (e.g. employers and students). Correctly aligned incentives for faculty, departments, colleges, and their customers promote behavior congruent with institutional **objectives** (to serve **customers**). Business departments and colleges of business are evaluated based on criteria such as quality of **relations** with alumni and employers, success of fund raising efforts, and placement of graduates, to name...

17/3,K/13 (Item 13 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02241328 84988726

Understanding body language: Birdwhistell's theory of kinesics

Jolly, Stephen

Corporate Communications v5n3 PP: 133-139 2000

ISSN: 1356-3289 JRNL CODE: CCMM

WORD COUNT: 4406

...TEXT: Birdwhistell is not interested in kinesics as a psychological indicator but as a form of **behavioural relatedness** between **individuals**.

Accordingly, the **aim** of any science of human communication must be the systematic description of the **systems** of behaviour by which this interrelatedness is brought about. On this basis, Birdwhistell views body-motion communication as in some sense "systemic", that is as a **system** with a structure that can be described independently of the behaviour of particular participants.

He...

17/3,K/14 (Item 14 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02114152 66815935

Managing conflict appropriately and effectively: An application of the competence model to Rahim's organizational conflict styles

Gross, Michael A; Guerrero, Laura K

International Journal of Conflict Management v11n3 PP: 200-226 2000

ISSN: 1044-4068 JRNL CODE: IJCM

WORD COUNT: 10086

...TEXT: competence model as applied to organizational conflict behavior.

Competent Communication: Effectiveness and Appropriateness

The competence **model** of conflict focuses on three dimensions of competent communication: effectiveness, **relational** appropriateness, and situational appropriateness. Effective communication achieves the valued objectives or **goals** of the organizational **member** (Papa & Canary, 1995). Thus,

communication that is personally rewarding, helpful, useful, and successful is perceived as effective. Within the competence **model**, appropriateness is defined somewhat differently than it is in the management literature. Specifically, appropriate communication...

17/3,K/15 (Item 15 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02105943 48889496

Adapting the QFD approach to extended service transactions

Dube, Laurette; Johnson, Michael D; Renaghan, Leo Mark

Production & Operations Management v8n3 PP: 301-317 Fall 1999

ISSN: 1059-1478 JRNL CODE: POMS

WORD COUNT: 8853

...TEXT: customer needs (i.e., quality requirements), which will be carried through in a chain-like **system** and built upon in the design and manufacturing sequence to assure quality (Akao 1990). The **relationship** matrix in the house of quality **relates** the customer needs to the engineering or design **characteristics**. This matrix is analyzed to first **identify** customers needs most in need of improvement (those where **relative** importance is high and **relative** performance is low). Engineering **characteristics** are then targeted for improvement based on their **relationship** to the customer needs (i.e., the Hows that will deliver on the Whats of customer needs). The roof of the house of quality is essentially a **correlation** matrix that identifies tradeoffs among the engineering **characteristics**. In subsequent houses, targeted engineer **characteristics** are translated into "part characteristics key process operations," and "production requirements." The targeted Hows of...

17/3,K/16 (Item 16 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02072698 61999497

Sexual harassment as aggressive behavior: An actor-based perspective

O Leary-Kelly, Anne M; Paetzold, Ramona L; Griffin, Ricky W

Academy of Management. The Academy of Management Review v25n2 PP: 372-388
Apr 2000

ISSN: 0363-7425 JRNL CODE: AMR

WORD COUNT: 11053

...TEXT: as with the SEQ), they implicitly conceptualize harassment as motivated by sexual coercion goals. Our **model** and discussion suggest that a broader range of goals might drive harassing actions. Therefore, the...

... pursue other valued goals (e.g., build a desired reputation in the workgroup). Actor-- based **measures**, therefore, must assess subjects' likelihood of using harassing **behavior** in the pursuit of specific goals. We encourage the development of sexual harassment proclivity **measures** that recognize and account for actor goals. We also encourage the use of laboratory studies...

... investigations. Of course, it is important to ensure ethical treatment of subjects whenever such negative **behaviors** as sexual harassment are studied.

A final comment **relates** to the situational nature of sexual harassment. Our **model** indicates the pervasive effects of organizational and other social context variables, and we have identified...

... generally (Klein, Tosi, & Cannella, 1999), are needed. Research in the workplace aggression literature provides useful **models** (e.g., Robinson & O'Leary-Kelly, 1998, examined the effects of workgroup climate on individual...

17/3,K/17 (Item 17 from file: 15)

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02062518 57945232

Quality assurance

Anonymous

Manufacturing Engineering v125n2 PP: 270-291 Aug 2000

ISSN: 0361-0853 JRNL CODE: MFE

WORD COUNT: 1979

...TEXT: to IMTS 2000 will see software of this type, plus the latest in quality assurance **measuring** equipment.

Migrating straight from the CAD **model** in a paperless **system** is the **goal** of **customers**, says Walter Pettigrew, vice president of CMM equipment and quality assurance software maker LK Metrology **Systems** Inc. (Brighton, MI), who sees open-architecture software as a key in bridging the gap...

... quality assurance on the shop floor and in metrology labs. "When you think about complex **models** coming from a CAD **system**, you are now bringing that to an operator who is used to looking at a...

... also on their programming platform. Probe-path analysis, crash detection, and all the things CAD **systems** bring to the table, are now being integrated at the machine level."

CMM systems can...

17/3,K/18 (Item 18 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02052237 57381431

Performance and rewards: Cleaning out the stables

Hendry, Chris; Woodward, Sally; Bradley, Paola; Perkins, Stephen

Human Resource Management Journal v10n3 PP: 46-62 2000

ISSN: 0954-5395 JRNL CODE: HRMJ

WORD COUNT: 8054

...TEXT: Centre for Business Research, 1997) does not help the credibility of the 'performance tree'.

A **system** of objectives and measures, however neat, also has to be constructed within an overall framework...

... are directly working to. The absence of this helps to account for the problem in **individual** **behaviour** and business **objectives**. PRP

measures are defined from the top-down but as these are cascaded through the organisation, people...

17/3,K/19 (Item 19 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02050885 57946555

A model of managerial response to sales promotions: A four-country analysis
Huff, Lenard C; Alden, Dana L
Journal of Global Marketing v13n3 PP: 7-28 2000
ISSN: 0891-1762 JRNL CODE: GLO

ABSTRACT: A **model** based on Ajzen's Theory of Planned Behavior is developed explaining marketing managers' attitudes toward...

...they also show that short-term objectives, past results, and competitive use are more important **determinants** of manager attitude toward, or use of, sales promotions than long-term **objectives** or perceived **customer** attitudes, regardless of promotional type or marketing environment.

17/3,K/20 (Item 20 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02041106 55410614

Age differences in technology adoption decisions: Implications for a changing work force
Morris, Michael G; Venkatesh, Viswanath
Personnel Psychology v53n2 PP: 375-403 Summer 2000
ISSN: 0031-5826 JRNL CODE: PPS
WORD COUNT: 9151

...TEXT: more salient for younger workers than older workers.

Hypothesis 76: Age does not moderate the **relationship** between subjective norm and long-term usage.

Hypothesis 7c: Age moderates the **relationship** between perceived **behavioral** control and long-term usage, such that perceived **behavioral** control will be more salient for older workers than younger workers. Mediation of Age by...

... to be fully mediated by TPB constructs (Hypothesis 4 and 8). Research Method Participants and **Systems** The setting for the research was a medium-size financial accounting firm in a large...

... all points of measurement. The specific software being introduced was a new Windows95based organization-wide **system** for data and information retrieval. The **system** was used for all internal accounting transactions and for organizational knowledge management via a virtual community of customer service representatives. Usage of the new **system** was voluntary because the participants could use either the new **system** or the existing **system**. The first year of implementation was considered a trial period after which an executive decision would be made on whether to continue use of the new **system** or revert to the existing **system**. None of the participants had any prior knowledge about the software technology being introduced. All participants received a 2-day training session on the **system**, with the first day of training focusing on concepts and features

of the **system** and the second day including 2 hours of interactive lecture (i.e., lecture combined with...

... occupation level, and education level (see Gould & Werbel, 1983; Kite, 1996; Praeger, 1986). Procedure and **Measurement** User reactions and usage **behavior** were **measured** over a period of 5 months. Subjects participated in a 2-day training program on the **system**. Neither the lecturers nor the software consultants knew about the research or its objectives. User...

... immediately after the initial training (ti) and after 3 months of experience (t2). Actual usage **behavior** (USE) was **measured** over a 5-month period from the time of initial introduction of the technology. For ... Morris, in press; Venkatesh, Morris, & Ackerman, in press; Venkatesh & Speier, 1999). A, SN, and PBC **measured** in a specific time period (e.g., ti) were used to predict subsequent usage **behavior**. Figure 3 presents a summary of the design and points of **measurement** of this research. Validated items were used to **measure** attitude toward using technology, subjective norm, and perceived **behavioral** control (Davis, 1989; Davis et al., 1989; Mathieson, 1991; Taylor & Todd, 1995a, 1995b). Actual usage...

... operationalized as the frequency of use (number of user queries for information), was gathered from **system** logs. Consistent with prior research in sociology and organization **behavior**, demographic variables of interest: age, income, organizational position, and education were **measured**. The Appendix presents a list of the items used in this research. Preliminary Analysis The...

17/3,K/21 (Item 21 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02017369 43821632

Managing change

Atchison, Thomas A
Frontiers of Health Services Management v16n1 PP: 3-29 Fall 1999
ISSN: 0748-8157 JRNL CODE: FHS
WORD COUNT: 7729

...TEXT: a function of the disassociation between behavior and the espoused culture. For example, several healthcare **systems** profess that their employees are their greatest assets, and yet these same companies behave in ...

... reality when dealing with change processes based on intangibles. The ways individuals view an event **determines** their position and drives their **behavior**, and the way individuals view an event is **determined** by previous experiences with similar events, what an **individual** focuses on, personal **goals**, and current environment. No healthcare professional is a tabula rasa. Multiple life experiences form **relationships** with the outside world, and certain reliable **behaviors** are produced when the individual is presented with a familiar stimulus pattern. The body of...

17/3,K/22 (Item 22 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02009835 52554854

Interimistic relational exchange: Conceptualization and propositional

development

Lambe, C Jay; Spekman, Robert E; Hunt, Shelby D
Academy of Marketing Science. Journal v28n2 PP: 212-225 Spring 2000
ISSN: 0092-0703 JRNL CODE: AMK
WORD COUNT: 10213

...TEXT: parties are expected to remain autonomous and pursue strategies aimed at the attainment of their **individual goals** (Heide and John 1992).

In contrast, **relational** exchange norms "are based on the expectation of mutuality of interest, essentially prescribing stewardship behavior...

... wellbeing of the relationship as a whole" (Heide and John 1992:34): In the evolutionary **model** of relational exchange; relational norm development takes place during an extended period of time through...

17/3,K/23 (Item 23 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01991142 48843520

Robust competencies

Green, Paul C
Executive Excellence v17n1 PP: 17 Jan 2000
ISSN: 8756-2308 JRNL CODE: EEX
WORD COUNT: 635

...TEXT: well.

THE WORD COMPETENCY is used in different was. In one respect, competency describes the **characteristics** of a person. Individual competency is a written description of **measurable** work **habits** and personal skills used to achieve a work **objective** .

Individual competencies contribute to achieving a work objective, but they are also part of a work **system** that leads to the results sought.

The best way to word competencies is with behavioral...

17/3,K/24 (Item 24 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01981711 48750142

Performance appraisal: Verisimilitude trumps veracity

Bowman, James S
Public Personnel Management v28n4 PP: 557-576 Winter 1999
ISSN: 0091-0260 JRNL CODE: PPM
WORD COUNT: 7443

...TEXT: on the question of what an employee is to accomplish.

Results-Based Systems

Neither a **measure** of personal **characteristics** nor employee **behaviors** , outcome-oriented approaches, attempt to calibrate one's contribution to the success of the organization...

... in cascading fashion by derivative objectives for every department, all managers, and each employee. These **systems** require specific, realistic objectives, mutually agreed upon goals, interim progress reviews, and comparison between actual and...

17/3,K/25 (Item 25 from file: 15)

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01970175 47606336

How control in human-asset-intensive firms differs from physical-asset-intensive firms: A multi-level approach

Coff, Russell W

Journal of Managerial Issues v11n4 PP: 389-405 Winter 1999

ISSN: 1045-3695 JRNL CODE: JML

WORD COUNT: 6639

...TEXT: organizational structure reflects the formal hierarchy and distribution of authority that places bounds on individuals' **behavior** based on the defined role set. Finally, the formal reward **system** utilizes goal setting, **measurement**, performance appraisal, and rewards to influence individuals to act in concert to achieve organizational goals ...individual behavior.

Flamholtz (1990) identifies four key components of formal reward systems: 1) planning, 2) **measurement**, 3) performance appraisal, and 4) rewards. Planning refers to the setting of goals and **objectives** which define what **individual behaviors** are desired. People act on these expectations and the outcomes are then **measured**. These are interpreted in light of the goals to evaluate whether the outcome meets expectations...
...punishments are distributed. Human assets may affect each of these elements of a formal reward **system**.

The planning system may be affected both in terms of the process and content of...

17/3,K/26 (Item 26 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01967297 47661923

From a market of millions to a million markets of one

Fusaro, Lucy

Canadian Manager v24n4 PP: 18, 28 Winter 1999

ISSN: 0045-5156 JRNL CODE: CMA

WORD COUNT: 878

...TEXT: treat different customers differently.

The goal in CRM is to evolve from a mass marketing **model**, which was spurred on by a product-centric marketing structure, to dealing with each customer...

...new way of thinking for many companies with thousands, even millions, of customer. Managing customer **relationships**. Managing customer **relationships** successfully means learning about the **habits** and needs of your customers, anticipating future buying patterns, and finding new

opportunities to add...

17/3,K/27 (Item 27 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01964106 47101543

a means-end analysis of mother's infant feeding choices

Gengler, Charles E; Mulvey, Michael S; Oglethorpe, Janet E

Journal of Public Policy & Marketing v18n2 PP: 172-188 Fall 1999

ISSN: 0743-9156 JRNL CODE: JMP

WORD COUNT: 11367

...TEXT: attributes, consequences of product consumption, and personal values relevant to the consumer. Product attributes are **relatively** concrete meanings that represent the physical or observable **characteristics** of a product. For example, breastfeeding might be described in terms of the immunities transferred...

... The means-end chain for our example would appear as follows: This means-end chain **model** provides a simple way of **characterizing** the basic pattern of **relationships** by which the physical features or attributes of products gain personal relevance or meaning for...

17/3,K/28 (Item 28 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01952824 46305573

Ten myths of multimodal interaction

Oviatt, Sharon

Association for Computing Machinery. Communications of the ACM v42n11

PP: 74-81 Nov 1999

ISSN: 0001-0782 JRNL CODE: ACM

WORD COUNT: 4231

...TEXT: unimodal systems that involve a single recognition-based technology such as speech, pen, or vision.

Systems that process multimodal input also aim to give users better tools for controlling the sophisticated visualization and multimedia output capabilities that already are embedded in many **systems**. In contrast, keyboard and mouse input are **relatively** limited and impoverished, especially when interacting with virtual environments, animated **characters**, and the like. In the future, more balanced **systems** will be needed in which powerful input and output capabilities are better matched with one...

17/3,K/29 (Item 29 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01951763 46199140

Behavioral science in the buisness school curriculum: Teaching in a changing institutional enviornment

Rynes, Sara L; Trank, Christine Quinn

Academy of Management. The Academy of Management Review v24n4 PP: 808-824

Oct 1999

ISSN: 0363-7425 JRNL CODE: AMR
WORD COUNT: 11624

...TEXT: approaches to management have emerged that juxtapose normative and rational rhetorics into a single management **system** . For example, open-book management (Case, 1998) integrates financial goals with **behavioral** processes; the balanced scorecard (Kaplan & Norton, 1993) links financial, operational, **customer** , and HR **goals** and **measurements** ; and the employee-customerprofit chain (Rucci, Kim, & Quinn, 1998) links MOB practices directly to factors...

17/3,K/30 (Item 30 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01950005 44310209
Some implications of changing the tax basis for pension funds
Atkinson, Margaret E; Creedy, John; Knox, David M
Fiscal Studies v20n2 PP: 189-203 Jun 1999
ISSN: 0143-5671 JRNL CODE: FCS
WORD COUNT: 5279

...TEXT: earning at the age of 20 and retires at the age of 65. The LITES **model** produces a number of economic summary measures in respect of the cohort. The summary measures provide some insights into the **relative** equity or progressivity for a range of alternative retirement income structures and/or different **behaviour** decisions by the individuals.

One of the objectives of this paper is to assess the...

17/3,K/31 (Item 31 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01891388 05-42380
The impact of objective and empathic dispositions on local government budget analysts' spending preferences
McCue, Clifford P
Public Budgeting & Finance v19n1 PP: 89-114 Spring 1999
ISSN: 0275-1100 JRNL CODE: PBF
WORD COUNT: 9811

...TEXT: assume that neither of the dimensions considered in this study appropriately captures or explains their **behavior** .

These preliminary **correlations** suggest that empathy and objectivism influence the decision preferences of local government budget analysts, but not how. To examine how these dispositions impact their decision modes a multivariate logistic regression **model** was utilized. In addition to the primary scales of interest, the **model** included two measures of fiscal stress and one seniority variable. Both a short-term and...

17/3,K/32 (Item 32 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01888437 05-39429

Requirements for an effective project risk management process

Ward, Stephan

Project Management Journal v30n3 PP: 37-43 Sep 1999

ISSN: 8756-078X JRNL CODE: PMJ

WORD COUNT: 3757

...TEXT: procurement (Curtis, Ward, & Chapman, 1991), and incorporates elements of Porter and Lawler's (1968) expectancy **model** of motivation. Figure 1 shows the main factors influencing the actions of an individual party...

... participant. Project context includes the nature of the project, the work environment, the identity and **behavior** of other parties to the project, and the progress of the project to date. **Characteristics related** to a particular participant include motivation, capability and experience, and perceived roles and responsibilities. Motivation...

17/3,K/33 (Item 33 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01879888 05-30880

Toto, I don't think we're in Kansas anymore: Some footnotes to cross-cultural research

Mezias, Stephen J; Chen, Ya-Ru; Murphy, Patrice

Journal of Management Inquiry v8n3 PP: 323-333 Sep 1999

ISSN: 1056-4926 JRNL CODE: JOMI

WORD COUNT: 9006

...TEXT: and the related view of employees is a bottom-up goal-setting process; under this **system**, employees and supervisors together determine what can and should be achieved. Another behavior symptomatic of...

... attention on employees as members of a group, rather than as individuals, and rewards them **relative** to a performance standard for their category rather than **individualized goals**.

As can be seen in these two schemes of supervisorsubordinate **relationships**, culture does more than program specific values. It defines the identity of actors and provides...

17/3,K/34 (Item 34 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01877587 05-28579

Getting more than you pay for: Organizational citizenship behavior and pay-for-performance plans

Deckop, John R; Mangel, Robert; Cirka, Carol C

Academy of Management Journal v42n4 PP: 420-428 Aug 1999

ISSN: 0001-4273 JRNL CODE: AMA

WORD COUNT: 6038

...TEXT: further in related lines of research. Van Dyne, Graham, and Dienesch suggested that when the **relationship** between an employee and an organization is **characterized** by a **system** of shared values, organizational identification, and trust, it may become a covenantal **relationship** that lies outside the exchange framework and involves

"intrinsically motivated effort rather than earning something...

17/3,K/35 (Item 35 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01863210 05-14202

Secrets of the rich and famous

Hofrichter, David A

Journal of Business Strategy v20n4 PP: 22-26 Jul/Aug 1999

ISSN: 0275-6668 JRNL CODE: JST

WORD COUNT: 2580

...TEXT: be incapable of delivering on expectations; and so on.

The lesson here is that performance **systems** (or any other individual process), no matter how welldesigned, cannot produce top levels of performance on a consistent basis. No measurement **system** can cope with the complexities of human behavior. Only when these **systems** are integrated into a work culture that is both powerful and appropriate to the business purpose can they link company **goals** and **individual** performance.

"You get what you **measure**," then, is a tantalizing oversimplification. You get what you **measure** only when the measurement effort is integrated with a culture that is itself fully aligned...

17/3,K/36 (Item 36 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01861788 05-12780

Growing systems in emergent organizations

Truex, Duane P; Baskerville, Richard; Klein, Heinz

Communications of the ACM v42n8 PP: 117-123 Aug 1999

ISSN: 0001-0782 JRNL CODE: ACM

WORD COUNT: 4245

...TEXT: justifying a replacement system). However, many essential applications in emergent organizations need higher constant volatility.

Systems that are forced to observe long periods of low volatility and minimum maintenance increase the stable **systems** drag on the emergent organization. Maintenance of such **systems** is expensive, because the implementation technology is typically cheap to operate, but expensive to adapt...

... example, custom C++ programs and centralized database management). In order to adapt such high-cost **systems**, high maintenance costs inevitably characterize the maintenance period. This is shown as the solid line...

...Since large-scale analysis and design projects lose their economic value in emergent organizations, the **related** ISD **goals** are obsolescent.

User satisfaction is improbable. The second obsolete ISD **goal** is **user** satisfaction. The stable **systems** ISD mindset enrolls users as active consumers of the IS product. User participation and acceptance of new **systems** is of central importance under stable **system** thinking because

users are assumed to understand their own current and future needs. Under emergent...

... needs are evolving, even during requirements determination activities, users become frustrated and trapped by the **system** they are helping to shape. In emergent ISD, user participation purposely exposes the specification process...

... can never be satisfied in emergent organizations, because their needs are always changing. The user- **systems** analysis **relationship** is **characterized** by continuing conflict and dialectic that stimulates change in the IS. The emergent ISD mindset centralizes the process of the user- **systems** analysis dialectic that advances emergence. This ISD goal does not seek the delivery of a...

17/3,K/37 (Item 37 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01858221 05-09213

Organizational social capital and employment practices

Leana, Carrie R; Van Buren, Harry J III
Academy of Management Review v24n3 PP: 538-555 Jul 1999
ISSN: 0363-7425 JRNL CODE: AMR
WORD COUNT: 11816

ABSTRACT: The construct of organizational social capital is introduced and a **model** of its components and consequences is developed. Organizational social capital is defined as a resource reflecting the **character** of social **relations** within the organization. It is realized through **members** ' levels of collective **goal** orientation and shared trust, which create value by facilitating successful collective action. Employment practices are...

...TEXT: and consequences. Organizational social capital is defined as a resource reflecting the character of social **relations** within the organization. It is realized through **members** - levels of collective **goal** orientation and shared trust, which create value by facilitating successful collective action. We discuss employment...organizations. We have defined organizational social capital as a resource reflecting the character of social **relations** within the organization, realized through **members** ' levels of collective **goal** orientation and shared trust. Our unit of analysis is the organization and our focus largely...

... that is jointly owned, rather than controlled by any one individual or entity. Thus, our **model** of organizational social capital must necessarily include the perspectives (and interests) of both the organization...

... whole and its individual members and, in this way, incorporate aspects of the private goods **model** of social capital, along with the public goods approach.

Public and private goods models of...

17/3,K/38 (Item 38 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01856572 05-07564

Mentoring in health administration: The critical link in executive development

Walsh, Anne M; Borkowski, Susan C; Reuben, Ellen Berger
Journal of Healthcare Management v44n4 PP: 269-280 Jul/Aug 1999
ISSN: 1096-9012 JRNL CODE: HHS
WORD COUNT: 3576

...TEXT: to participate in informal mentoring relationships (Bernstein and Kaye 1986; Cunningham 1993).

Although these organization **models** support the classical view of the mentoring **relationship** characterized by an intense "primary" **relationship** that evolves over an extended period of time, Zey (1984) suggests that "secondary mentoring" may...

... as the emergence of a global economy may continue to influence the need to establish **relationships** with an array of influential organizational **members** to attain career **goals**. As the primary functions of each **relationship** are fulfilled, new **relationships** must evolve to compete within domestic and international markets (Hitt et al. 1995).
Participation in...

17/3,K/39 (Item 39 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01855075 05-06067

Raising relationships II

Johnson, John R
Bank Marketing v31n6 PP: 30-36 Jun 1999
ISSN: 0888-3149 JRNL CODE: BNM
WORD COUNT: 2881

...TEXT: a relatively inexpensive source makes good business sense.

Banks and other industries soon adopted formal **models** of customer-**behavior** to **determine** which products their customers were most likely interested and, thus, which products the bank should...

17/3,K/40 (Item 40 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01853972 05-04964

An empirical investigation of the antecedents of sales force control systems

Krafft, Manfred
Journal of Marketing v63n3 PP: 120-134 Jul 1999
ISSN: 0022-2429 JRNL CODE: JMK
WORD COUNT: 10869

...TEXT: In addition, the BCI measure only covers evaluation, monitoring, and remuneration aspects. What cannot be **measured** explicitly with this data set is how much control is being exerted over **behavior** versus outcome. Additional research should study such control effects by simultaneously testing the antecedents, properties, and consequences (control effects) of sales force management **systems**. This could be done by referring to contingency frameworks (for example, see Mahajan and

Churchill...

... strategies are applied (e.g., a more customer-oriented strategy is expected in behavior-based **systems** versus a selling-oriented strategy in outcome-based management **systems**). Additional research also should take a closer look at monetary effects. Salespeople in outcome-based **systems** should perform better on short-term output **measures** but more poorly on long-term **goals** (e.g., **customer** retention, repurchase **behavior**) than salespeople managed by behavior-based **systems**. Similar propositions are given by Anderson and Oliver (1987). A first step in this direction of more precisely differentiating across control effects of sales force management **systems** was taken by Cravens and colleagues (1993).

These data show that the proportion of salary...

17/3,K/41 (Item 41 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01812813 04-63804

Where we go from here

Hebert, Curt L Jr; Rokach, Joshua Z

Public Utilities Fortnightly v137n9 PP: 24-31 May 1, 1999

ISSN: 1078-5892 JRNL CODE: PUF

WORD COUNT: 4013

...TEXT: similar program.

Performance-based rates have been successful in Mississippi as a result of specific **goals** that were negotiated **individually** with the utility. The state public service commission and the utility would **identify** conduct or **behavior** that could be influenced economically through performance-based rate design. The generation of such conduct...

... provide customers with benefits in rates, service or reliability. The FERC can use the same **model** using performance-based rates with incentives to properly structure conduct that empowers the utility to...

17/3,K/42 (Item 42 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01784873 04-35864

Policy networks and the implicate order

Holmer, Leanna L

Public Productivity & Management Review v22n3 PP: 410-414 Mar 1999

ISSN: 1044-8039 JRNL CODE: PBP

WORD COUNT: 1747

...TEXT: his book, takes us on an engaging stroll through the cognitive challenges of self-referencing **systems**. His focus is on the role of limited perspectives (identified as spatial, temporal, **relational**, and process blindness) in shaping power **relations** and conflict among **system participants**. His **goal** is to reveal the possibilities for partnership rather than opposition, domination, and dependence in **systems** characterized by real and perceived power imbalances among interest groups. Much of the book is...

... learning experience designed to help people deepen their understanding of power and powerlessness in social **systems** . Using the Power Lab characterization of Elites, Managers, and Immigrants (or Tops, Middles, and Bottoms), Oshry leads an at times visceral exploration of how individuals' failures to see "the **system** " and their own parts in it create and compound problems. His illuminating exposition of cognitive...

17/3,K/43 (Item 43 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01778274 04-29265

Using Kohonen's self-organizing feature map to uncover automobile bodily injury claims fraud

Brockett, Patrick L; Xia, Xiaohua; Derrig, Richard A

Journal of Risk & Insurance v65n2 PP: 245-274 Jun 1998

ISSN: 0022-4367 JRNL CODE: JRI

WORD COUNT: 8325

...TEXT: first-pass screening of BI claims regarding suspicion levels.

Weisberg and Derrig (1993) used regression **models** to discern which objective and subjective fraud indicators are more significant than others in effectively **identifying** suspicion levels of BI claims fraud. If the **goal** is to **identify individual** fraudulent claims then their studies exposed several problems. For example, they used only the adjuster...upon correlation analysis, some 25 indicators were chosen as the independent variables in the regression **models** ; the other 40 indicators were not utilized for practical reasons.⁴ Due to these limitations...

17/3,K/44 (Item 44 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01743519 03-94509

Pre-admission education/counselling for patients undergoing coronary angioplasty: Impact on knowledge and risk factors

Tooth, Leigh R; McKenna, Kryss T; Maas, Frikkie

Australian & New Zealand Journal of Public Health v22n5 PP: 583-588 Aug 1998

ISSN: 1326-0200 JRNL CODE: AUP

WORD COUNT: 3897

...TEXT: been more likely to implement and comply with risk factor changes.⁸

Alternatively, the theoretical **models** underpinning the education/counselling program may not have been ...promote behaviour change.²³ Preferable approaches may involve investigation of the cognitive, social, emotional and **behavioural** influences which maintain risk factor practices²⁴ and which **determine** a person's readiness for **behaviour** change.²⁵ Such approaches **aim** to assist **individuals** to explore their reasons and desires for changing and improving their future health status and...

17/3,K/45 (Item 45 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01740097 03-91087

The continuing relevance of section 8(a) (2) to the contemporary workplace

Harper, Michael C

Michigan Law Review v96n8 PP: 2322-2383 Aug 1998

ISSN: 0026-2234 JRNL CODE: MLW

WORD COUNT: 29039

...TEXT: 1950s and 1960s, and by many more in the 1970s, to develop a human resources **model** of personnel management as an alternative to the industrial **relations model** of collective bargaining.¹⁰⁷ The **behavioral** science training of human resource specialists did not consider how collective bargaining could be made...

... because management had not competently developed the appropriate culture.¹⁰⁸ Thus, like the original human **relations** theories, the organizational **behavior** theory underlying the human resource **model** was concerned with the development of employee commitment to firm goals through individual and group...

17/3,K/46 (Item 46 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01738587 03-89577

A marketing perspective on predatory pricing

Gundlach, Gregory T; Gultinan, Joseph P

Antitrust Bulletin v43n3/4 PP: 883-916 Fall/Winter 1998

ISSN: 0003-603X JRNL CODE: ANB

WORD COUNT: 9817

...TEXT: or respond.⁵⁴

Such observations suggest that firms' responses to aggressive pricing are truly strategic **behaviors** as opposed to exogenously **determined** reactions. Therefore, we view market structure considerations as but one element in the set of...

... example, if price responses were viewed in the context of a typical strategic planning portfolio **model**, it would be recognized that firms would have to respond in the context of their...

17/3,K/47 (Item 47 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01698839 03-49829

Verifying compliance: Social regulation and welfare reform

Stoker, Robert P; Wilson, Laura A

Public Administration Review v58n5 PP: 395-405 Sep/Oct 1998

ISSN: 0033-3352 JRNL CODE: PAR

WORD COUNT: 6896

...TEXT: protections, and efficient award of incentives or application of sanctions" (1993, 343-346).

This idealized **model** may be difficult to realize in practice. Accuracy,

notice, due process, and efficiency may be compromised by problems such as interorganizational coordination, organizational complexity, strategic **behavior** by **clients**, welfare fraud, or **goal** displacement. These problems are **related** to local administrative practices.

The context in which we examine social regulation is the implementation...

17/3,K/48 (Item 48 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01671246 03-22236

The ideology of domination: Barriers to client autonomy in legal ethics scholarship

Gear, Camille A

Yale Law Journal v107n8 PP: 2473-2508 Jun 1998

ISSN: 0044-0094 JRNL CODE: YLJ

WORD COUNT: 19252

...TEXT: her own moral identity at risk.⁵⁵ The ethics literature focuses on scenarios in which **clients** have unattractive moral **goals**, thus inaccurately **characterizing** the attorney-client **relationship** as an inevitable moral tug of war.⁵⁶ The client-asthreat construct also freezes the...

...contrary moral views.⁵⁷ They are unlikely to listen to clients' insights about the legal **system** or complaints about the attorneys' moral views. Instead, these attorneys' defensive postures make them react...

17/3,K/49 (Item 49 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01661008 03-11998

Toward an integrated model of work experience

Tesluk, Paul E; Jacobs, Rick R

Personnel Psychology v51n2 PP: 321-355 Summer 1998

ISSN: 0031-5826 JRNL CODE: PPS

WORD COUNT: 14113

...TEXT: to link work experience to important outcomes. Individual and Contextual Influences

In the work experience **model** presented here, individual difference factors and contextual variables directly contribute to the development of work... more likely to frame failure experiences as chances to learn, following a failure experience learning **goal** oriented **individuals** should be more likely to reflect upon and analyze the past event and **identify** a more effective strategy for the next time the situation arises (Anderson & Jennings, 1980).

Proposition...

17/3,K/50 (Item 50 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01644161 02-95150

Care in knowledge creation

von Krogh, Georg

California Management Review v40n3 PP: 133-153 Spring 1998

ISSN: 0008-1256 JRNL CODE: CMR

WORD COUNT: 9712

...TEXT: why?" Is there a need to change the explicit values, the performance appraisal or incentive **systems**, or is it simply a matter of using slack time to allow organization members to develop better **relationships**? Training programs in care-based **behavior** that show organization members care in practice and how to encourage care in **relationships**. The emphasis should be on learning how to help, present personal insights, develop concepts, and...

...such places as the marketing, sales, human resources, manufacturing, and finance functions. Start with incentive **systems**. Stimulate good project debriefings in which teams learn to create tacit social knowledge more effectively...

17/3,K/51 (Item 51 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01633813 02-84802

Managing what you measure: Creating outcome-driven systems of care for youth with serious emotional disturbances

Rosenblatt, Abram; Wyman, Norman; Kingdon, Don; Ichinose, Craig

Journal of Behavioral Health Services & Research v25n2 PP: 177-193 May 1998

ISSN: 1094-3412 JRNL CODE: MHA

WORD COUNT: 8890

...TEXT: a desirable service delivery strategy.

Step 2. Establish System of Care Goals

In the California **System** of Care **Model**, the service delivery goals are defined only within the context of a specific target population...

... they will be evaluated and their importance to the stakeholders who are invested in the **system**. These stakeholders include family members, policy makers at various levels, consumers, community members, and care providers.

System goals are designed to be consistent with the principles and values underlying **systems** of care nationwide.^{3,20} Goals may exist at the **system** level or at the **client** level. **System**-level **goals** most often **relate** to the efficiency and operating **characteristics** of the care **system** and may include reducing rates of out-of-home placements, providing smooth transitions between levels and types of care, and providing culturally competent care. **Client**-level **goals** directly **relate** to positive changes in children and families such as improved social functioning, improved academic functioning...

17/3,K/52 (Item 52 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01623130 02-74119

How can cooperation be fostered? The cultural effects of individualism-collectivism

Chen, Chao C; Chen, Xiao-Ping; Meindl, James R
Academy of Management Review v23n2 PP: 285-304 Apr 1998
ISSN: 0363-7425 JRNL CODE: AMR
WORD COUNT: 12933

...TEXT: the I-C moderator in our model is conceived of as a cultural variable, the **relationships** it modifies may be either at the individual level, as in perceived **goal** interdependence and individual cooperative behavior, or at the group level, as in a group's reward **system** and its level of peer cooperation.

Can the moderating effects of I-C be extended...

17/3,K/53 (Item 53 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01599236 02-50225

Why am I here?

Boyers, Karla
Association Management v50n3 PP: 63-65 Mar 1998
ISSN: 0004-5578 JRNL CODE: AMG
WORD COUNT: 1272

...TEXT: articulate a vision is one of a handful of leadership traits that Pomerantz tries to **model**. The ability to learn is another. "Rapid shifts in policy, technology, and demographics require individuals...what is needed, and if turned down, willing to improve their approach to obtain the **goal**."

In hand with **individual** resolve and stamina is skill at **relationship** building and collaboration, says Pomerantz. "Leaders must be able to build credibility by developing common...

17/3,K/54 (Item 54 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01594380 02-45369

A lack of strategy can C-O-S-T you

Latimer, Michael F
Strategy & Leadership v26n2 PP: 48 Mar/Apr 1998
ISSN: 1087-8572 JRNL CODE: PLR
WORD COUNT: 805

...TEXT: and preferences of their customers. The knowledge about customers that is required to keep business **systems** in line with customer expectations must be clearly articulated in the organization's business strategy and then incorporated into its information **systems**. To ensure that its own **systems** and processes would ultimately benefit the customer, Brink's Home Security invested considerable time and effort in a crossfunctional team environment to gather information about every aspect of the **customer relationship**. The **objective** was to increase **customer** satisfaction along every step in the value chain. The result was the development of an entirely new customer-service **system** that has become a **model** for other companies in the residential security industry.

Stratification. In a business, stratification is the...

17/3,K/55 (Item 55 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01541354 01-92342

Data mining doesn't need huge drills

Marshall, Jeffrey

US Banker v107n11 PP: 74-76 Nov 1997

ISSN: 0148-8848 JRNL CODE: USI

WORD COUNT: 1222

...ABSTRACT: Foxtrot, software that enables users to script data from a PC database to a host **system** like a mainframe or mini-computer. ADVO Inc. is working with community banks to **identify customer** prospects and **aim** highly targeted direct mail campaigns at them. Another intriguing avenue for data mining is check...

17/3,K/56 (Item 56 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01445108 00-96095

Applicant personality, organizational culture, and organization attraction

Judge, Timothy A; Cable, Daniel M

Personnel Psychology v50n2 PP: 359-394 Summer 1997

ISSN: 0031-5826 JRNL CODE: PPS

WORD COUNT: 12448

...TEXT: the organization. Thus, subjective fit represents job seekers' holistic interpretations of how well their personal **characteristics** match organizational **characteristics** (Kristof, 1996). It is important to investigate the **relationship** between objective and subjective fit because although both concepts are meant to assess the same...

...to objective fit is derived from the attraction component of Schneider's (1987) attractionselection-attrition **model**, which suggests that job seekers base their fit perceptions on the correspondence between their values...

17/3,K/57 (Item 57 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01438983 00-89970

Product quality: Impact of interdepartmental interactions

Menon, Ajay; Jaworski, Bernard J; Kohli, Ajay K

Journal of the Academy of Marketing Science v25n3 PP: 187-200 Summer 1997

ISSN: 0092-0703 JRNL CODE: AMK

WORD COUNT: 9022

...TEXT: System Orientation and Interdepartmental Interactions

The control literature reflects a rich history of work on **measurement**

/reward **systems** and their effects on the attitudes and **behavior** of employees (see Hopwood 1974; Jaworski 1988; Jaworski and MacInnis 1989; Lawler and Rhode 1976...

... based reward orientation is defined as the extent to which external variables such as customer **relations**, customer satisfaction, and market-oriented **behaviors** are used to evaluate and reward individuals in the organization (Kohli and Jaworski 1990). Such...

17/3,K/58 (Item 58 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01413764 00064751

A model of factors affecting the treatment of disabled individuals in organizations

Stone, Dianna L; Colella, Adrienne

Academy of Management Review v21n2 PP: 352-401 Apr 1996

ISSN: 0363-7425 JRNL CODE: AMR

WORD COUNT: 21747

...TEXT: addition, organizations might alter beliefs about disabled individuals by publicizing their many successes and job- **related** contributions. Furthermore, beliefs about disabled individuals might be modified by altering organizational **characteristics** (including norms and values, technology, the design of jobs, human resources practices, and reward **systems**). For instance, increasing organizational and job flexibility should lead managers to believe that disabled individuals...

17/3,K/59 (Item 59 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01373291 00-24278

Employer-specific versus community-wide report cards: Is there a difference?

Knutson, David J; Fowles, Jinnet B; Finch, Michael; McGee, Jeanne; et al

Health Care Financing Review v18n1 PP: 111-125 Fall 1996

ISSN: 0195-8631 JRNL CODE: HCF

WORD COUNT: 6027

...TEXT: their health plan choice (Table 2). Because the State and University employees differed on some **characteristics** that may be **related** to the effect of report cards, we included these **characteristics** as independent variables in our multivariate analyses. We also tested the need to include a "propensity score" as an independent variable in the estimated **models**. The propensity score is the probability that an individual is found in a particular group...

... Rosenbaum and Rubin, 1983). The propensity score was not significant in any of the estimated **models**, suggesting no bias in the estimated intervention effects.

Evaluation of the Community-Wide Report Card...

17/3,K/60 (Item 60 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01333693 99-83089

Determinants and process of the choice of goal difficulty

Moussa, Faten M

Group & Organization Management v21n4 PP: 414-438 Dec 1996

ISSN: 1059-6011 JRNL CODE: GOS

WORD COUNT: 8044

...TEXT: goals. Compensation and Benefits Review, 27-33. Klein, H. J. (1991). Further evidence of the **relationship** between goal setting and expectancy theories. Organizational **Behavior** and Human Decision Processes, 49, 230-257. Kohn, A. (1993, September/October). Why incentive plans...

... practice. Personnel Psychology, 23, 223-237. Lawler, E. E. (1987). The design of effective reward **systems**. In J. W. Lorsch (Ed.), Handbook of Organizational Behavior (pp. 255-271). Englewood Cliffs, NJ...

17/3,K/61 (Item 61 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01297789 99-47185

Give your customers something to rave about

Blanchard, Ken

Bank Marketing v28n9 PP: 59-63 Sep 1996

ISSN: 0888-3149 JRNL CODE: BNM

WORD COUNT: 1983

...TEXT: your vision and to deliver consistently on each and every one of those promises.

While **identifying** these key **customer goals** is essential, delivering to the customer is critical. At the core of every great customer-service organization is a package of **systems** and a training program to incorporate those **systems** into the soul of the company. These **systems** ensure consistency in delivering customer service, encourage individuals to act on their good intentions, and...:

17/3,K/62 (Item 62 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01282363 99-31759

Management styles of a sample of Japanese manufacturing companies in Italy

Gnan, Luca; Songini, Lucrezia

Management International Review v35n2, Special issue PP: 9-26 1995

ISSN: 0025-181X JRNL CODE: MIR

WORD COUNT: 4027

...TEXT: 1960, Argyris 1971); on the other hand it is explained by social variables, such as: **relationships** between bosses and subordinates and group **behaviour** (Likert 1961, Blake/Mouton 1969). The concept of management style is strongly connected with the...

... In multinational enterprises the center can influence the strategic decisions with bureaucratic or cultural control **systems** (Doz/Prahalad

1987). The different combinations of these kinds of control **systems** identify a strict control style, where bureaucratic control is preferred, or a wider control style...

17/3,K/63 (Item 63 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01264467 99-13863

Tracking success

Hendry, Ian; Maggio, Ellie

Benefits Canada v20n5 PP: 71-73 May 1996

ISSN: 0703-7732 JRNL CODE: BCD

ABSTRACT: The theory of competency-based **systems** - where an organization defines, **measures**, develops and rewards employs for a combination of skills, knowledge, **behavior** and results - has been around for a long time. It has now been resurrected and...

... apply to human resources (HR) strategies that align with business strategies. The applications of such **systems** now influence benefits design, communication and performance management as well as compensation. An integrated HR...

17/3,K/64 (Item 64 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01253372 99-02768

Aggressive and predatory pricing: A framework for analysis

Guiltinan, Joseph P; Gundlach, Gregory T

Journal of Marketing v60n3 PP: 87-102 Jul 1996

ISSN: 0022-2429 JRNL CODE: JMK

WORD COUNT: 12744

...TEXT: sellers over time."

Such observations suggest that firms' responses to aggressive pricing are truly strategic **behaviors**, as opposed to exogenously **determined** reactions. Therefore, we view market structure considerations as but one element in the set of...

... example, if price responses were viewed in the context of a typical strategic planning portfolio **model**, it would be recognized that firms would need to respond in the context of their...

17/3,K/65 (Item 65 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01243918 98-93313

Self-relevance and purchase goals: Mapping a consumer decision

Houston, Mark B; Walker, Beth A

Journal of the Academy of Marketing Science v24n3 PP: 232-245 Summer 1996

ISSN: 0092-0703 JRNL CODE: AMK

WORD COUNT: 9025

...TEXT: will affect perceptions of situational self-relevance and, in turn, affect the content of a **consumer** 's activated decision **goals** . The direction of the **relationship** between social normativeness and selfrelevance, however, is not clear.

Implications of Self and Situations for...

17/3,K/66 (Item 66 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01237713 98-87108

The effects of co-worker similarity on the emergence of affect in work teams

Glamann, Joan M; Jones, Allan P; Rozelle, Richard M
Group & Organization Management v21n2 PP: 192-215 Jun 1996
ISSN: 1059-6011 JRNL CODE: GOS
WORD COUNT: 7989

...TEXT: does perceived similarity in behavioral preferences.

EXPLANATIONS FOR SIMILARITY EFFECTS

Davis (1981) identified two basic **models** for the role that similarity plays in reinforcing interaction. The consensual validation **model** states that attitude similarity is reinforcing in itself because it confirms that one's own...

... attitude's importance (Byrne & Nelson, 1964; Byrne & Rhamey, 1965; Newcomb, 1956). The rewards of interaction **model** (Davis,1981) suggests that similarity is not rewarding in itself but is used to predict the amount of reward one expects from interacting with another. This **model** described five ways that similarity can influence anticipated rewards: probability and frequency of interaction; behaviors...

... different types of attribution and might predict different types of attraction. Specifically, attitude similarity was **related** to respect and inferred intellectual **characteristics** , two important components of work **relationships** . Therefore, attitude similarity is also likely to predict co-worker liking and preference.

SIMILARITY AND...

17/3,K/67 (Item 67 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01210893 98-60288

Profitable insights

Belcher, Jack
Oil & Gas Investor Energy Evolution Supplement PP: 14-16 Apr 1996
ISSN: 0744-5881 JRNL CODE: OGI
WORD COUNT: 1645

...TEXT: key piece often left out of the implementation puzzle is the installation of new measurement **systems** to determine how well the company is doing. To drive cultural and behavioral changes, performance indicators

and incentives should **measure** and reward progress toward five types of **goals** -- strategy, **customer**, financial, process and culture. Ideally, corporate and individual **measures** should be linked to ensure everyone is working toward the same objectives.

In addition, changes...

17/3,K/68 (Item 68 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01210313 98-59708

Instilling ethical behavior in organizations: A survey of Canadian companies

Lindsay, R Murray; Lindsay, Linda M; Irvine, V Bruce

Journal of Business Ethics v15n4 PP: 393-407 Apr 1996

ISSN: 0167-4544 JRNL CODE: JBE

WORD COUNT: 7328

...TEXT: theory, the specification of objectives alone will not necessarily motivate employees to undertake goal congruent **behavior**. Controlling for ethical **behavior** also requires that performance be monitored or **measured** with respect to the ethical objectives. Whistleblowing channels are a form of monitoring because they...

... of ethical behavior undertaken by a firm's judiciary board or ethics committee. Finally, reward **systems** belong in the final phase of the control process in that what gets measured and...

17/3,K/69 (Item 69 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01197703 98-47098

A scoring system for creating JVs that survive

Migliorato, Peter; Natan, Nimi; Norton, David P

Mergers & Acquisitions v30n4 PP: 45-50 Jan/Feb 1996

ISSN: 0026-0010 JRNL CODE: MEA

WORD COUNT: 3029

...TEXT: partners, and focuses attention on managing the key drivers of performance. Most important, it establishes **measures** that mobilize all partners in changing their **behavior** and processes.

Implementing the Scorecard

Once a scorecard has been created, the **measures** have been supported by data, and an implementation program has been designed, the roll-out...

... to all employees is critical to success. An infrastructure, usually supported by the existing information **system**, is created to feed measures into the scorecard. Periodically, from as often as once a...

17/3,K/70 (Item 70 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01189424 98-38819

The joint effects of conscientiousness and self-leadership training on employee self-directed behavior in a service setting

Stewart, Greg L; Carson, Kenneth P; Cardy, Robert L
Personnel Psychology v49n1 PP: 143-164 Spring 1996
ISSN: 0031-5826 JRNL CODE: PPS
WORD COUNT: 8148

...TEXT: selecting employees high in conscientiousness is a method of using person factors (P) to predict **behavior** (B). The emphasis is thus on Linkage 3 of the **model**, which represents a direct **relationship** that does not require an environmental trigger. In the context of performance within a service...

... trait (P) affects the provision of quality service (B) through employee tendency to establish personal **goals** and take **individual** responsibility for performance (Barrick et al., 1993). The second hypothesis thus focuses on the **relationship** between conscientiousness and self-directed **behavior** in a service setting.

Hypothesis 2: Employees scoring high on conscientiousness will engage in more...

17/3,K/71 (Item 71 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01167126 98-16521

Managing growth

Fox, John
Secured Lender v52n1 PP: 12-16 Jan/Feb 1996
ISSN: 0888-255X JRNL CODE: SCL
WORD COUNT: 2308

...TEXT: measure of control.

Personnel

Evaluate personnel using, for example, an Activity Vector Analysis (an assessment **system** used to define **behavioral** tendencies inherent in all **individuals**). Surprisingly, the **objective** is not to **measure** competence or performance, but to **determine** the job which the person can do most effectively ad with the maximum amount of...

17/3,K/72 (Item 72 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01163484 98-12879

Marketing pharmaceuticals to developing nations: Research issues and a framework for public policy

Basu, Kunal; Chattopadhyay, Amitava
Canadian Journal of Administrative Sciences v12n4 PP: 300-313 Dec 1995
ISSN: 0825-0383 JRNL CODE: CJA
WORD COUNT: 8279

...TEXT: who perceive a common threat, thereby increasing power vis-a-vis an adversary in the **system**, and the increased use of symbols,

representing shared values, to exert control over the conflict **relationship** . Intraorganizational change at its extreme manifests in a reappraisal of **goals** among its **members** . However, the more common change involves those instrumental behaviours that interfere with goal attainment of...

17/3,K/73 (Item 73 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01156082 98-05477

A social interactionist perspective on computer implementation

Campbell, Heather

Journal of the American Planning Association v62n1 PP: 99-107 Winter 1996

ISSN: 0194-4363 JRNL CODE: AIP

WORD COUNT: 5867

...TEXT: important element of the social interactionist perspective is its view of organizations as unique social **systems** or cultures that socialize individuals in a particular set of norms, beliefs and values. (See...

... life, with the manner in which conflicts are handled reflecting the rituals, values, and power **relationships** of the context. Thus, the **behaviour** of the constituent members is perceived as unpredictable, yet at the same time influenced by...

17/3,K/74 (Item 74 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01148941 97-98335

Developing a customer orientation

Nwankwo, Sonny

Journal of Consumer Marketing v12n5 PP: 5-15 1995

JRNL CODE: JCK

WORD COUNT: 4692

...TEXT: operate from this perspective include a lack of:

- * customer-driven mission;
- * an effective customer-satisfaction- **measuring** information **systems** ;
- * or minimum customer input into, decision mechanisms;
- * customer involvement in setting product/service **objective** and standards;
- * **customer** -oriented value-driven behavior. Rather, organizational behavior is activity-driven and ignores behavioral antecedents and...

17/3,K/75 (Item 75 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01145405 97-94799

Killing two birds with one stone: Achieving quality via total safety management

Cooper, M Dominic; Phillips, Robin A

Leadership & Organization Development Journal v16n8 PP: 3-9 1995

JRNL CODE: LOD

WORD COUNT: 4528

...TEXT: culture is broader in meaning than that for quality, its specificity allows fine-grained psychometric **measurement** and analyses, as it implicitly acknowledges Bandura's reciprocal **relationship** between attitudes, **behaviour** and situations. Consequently, for practical purposes, the present authors view all forms of organizational culture and quality of organizational **systems** to support goal-directed behaviour. Viewing culture in this way makes it possible to apply a variant of Bandura's original **model** to the whole organization to provide an organizing framework for implementation and analyses. Within the domain of safety, an application of this **model** enables the HSC's definition to be translated into actions that shape, change or manage...

... support this model. For example, it has been applied to motivational strategies to address safety **behaviour** (Cooper et al., 1994; Duff et al., 1994); to the **measurement** of safety climate to assess perceptions and attitudes (Phillips et al., 1993); and to an objective safety management **system** audit to address structural deficiencies in safety **systems** (Cooper, 1993b). Although the full **model** has not yet been applied simultaneously within one organization, an empirical relationship has been established...

...a variant of Phillips et al's (1993) safety climate measure and a safety management **system** audit (Cooper, 1993b) specifically developed by the first author for the study reported in Alexander...

... support the notion that safety culture can be meaningfully analysed by use of the reciprocal **model**. Moreover, by focusing on different variables of interest, it is conceivable that other researchers may be able to use the reciprocal **model** to analyse different forms of corporate cultures to assess their impact on the functioning of...

17/3,K/76 (Item 76 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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01140119 97-89513

Language use in context

Wiebe, Janyce; Hirst, Graeme; Horton, Diane

Communications of the ACM v39n1 PP: 102-111 Jan 1996

ISSN: 0001-0782 JRNL CODE: ACM

WORD COUNT: 7581

...TEXT: 17] have shown that both parts of the problem can be accounted for in a **model** of conversation in which the interpretation of an utterance is characterized as abductive reasoning (for...

... is also true) and the generation of an utterance as default reasoning [10]. In this **model**, conversants abductively form defeasible expectations as to the kind of utterance likely to occur next...

... participant's beliefs, and about conventions of discourse to select an utterance appropriate to their **goals**. The other **participant** attempts to

retrace this selection process abductively, trying to **identify** the goal, expectation, or misunderstanding that might have led the speaker to produce it. If McRoy and Hirst's **model** finds more than one possibility, it chooses one at random, the **model** not accounting for differing likelihoods of the various interpretations. If a misunderstanding on either side...

17/3,K/77 (Item 77 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01139595 97-88989

Organizational Behavior: The State of the Science by Jerald Greenberg (Ed.)
Grossnickle, William F
Personnel Psychology v48n4 PP: 962-965 Winter 1995
ISSN: 0031-5826 JRNL CODE: PPS
WORD COUNT: 1266

...TEXT: attachment, and affectivity tend to be dispositional. Job satisfaction, instrumental, and psychological attachment are directly **related** to withdrawal **behavior**; the authors speculate that the other variables are **related** indirectly. For the future they offer Fitchman's theory of absenteeism, which includes forces driving...

... and forces driving the employee toward non-work activities, and Lee and Mitchell's unfolding **model** of turnover that explains the dynamics of turnover based on the fit or misfit of...

17/3,K/78 (Item 78 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01127569 97-76963

Personality, organizational culture, and cooperation: Evidence from a business simulation
Chatman, Jennifer A; Barsade, Sigal G
Administrative Science Quarterly v40n3 PP: 423-443 Sep 1995
ISSN: 0001-8392 JRNL CODE: ASQ
WORD COUNT: 8698

...TEXT: in preferences for being rewarded for working alone or in groups (e.g., Wageman, 1995). **Identifying** the conditions under which members are likely to display cooperative **behavior** is difficult, however, since cooperative behavior can be influenced both by personality, or one's...

...or collective goals (e.g., McClintock and Liebrand, 1988), and by formal and informal control **systems** that reward individual achievement or cooperative efforts (e.g., Petersen, 1992). Further, understanding cooperative behavior...

17/3,K/79 (Item 79 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01116405 97-65799

Developmental performance appraisal in municipal government: An antidote for a deadly disease?
Roberts, Gary E

Review of Public Personnel Administration v15n3 PP: 17-43 Summer 1995
ISSN: 0734-371X JRNL CODE: RPP
WORD COUNT: 8375

...TEXT: the research questions.(2) The 12 items measuring the various components of a developmental appraisal **system** were combined to create an additive scale. The personnel manager's observations will naturally be on a global basis when assessing the **system**'s components and characteristics. Thus, a high degree of conceptual and operational overlap exists and...

... are congruent with the hypothesized relation; ships. That is, higher quality information is associated with **systems** judged more effective at providing employee feedback, cultivating participation and setting **goals**, and involving **participants** in the development of the appraisal **system**. In addition, significant positive **correlations** are present between information effectiveness and the quality of performance standards, the link between performance...

17/3,K/80 (Item 80 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01097744 97-47138

Modelling ease of learning of user interfaces

Khalifa, Mohamed

Canadian Journal of Administrative Sciences v12n3 PP: 250-267 Sep 1995
ISSN: 0825-0383 JRNL CODE: CJA
WORD COUNT: 8501

...TEXT: I call the methodology TAMPEL (Task Analytic Methodology for Predicting Ease of Learning). Like other **models** that attempt to predict a user's behaviour, TAMPEL is based on analyzing the tasks that the user is supposed to perform. The fundamental assumption is that the **user**'s actions are **goal** oriented, and that his/her goals are **determined** by the requirements of the tasks he/she wants to accomplish. This corresponds to the...

17/3,K/81 (Item 81 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01083044 97-32438

Measuring the perception of the primary school deputy principal's responsibilities

Harvey, Michael; Sheridan, Barry

Journal of Educational Administration v33n4 PP: 69-91 1995
ISSN: 0957-8234 JRNL CODE: EDA
WORD COUNT: 8165

...TEXT: invariably add further meaning to an understanding of the variable.

The measurement model

The measurement **model** employed in this study is the extended **model** of Rasch[20-22]. Rasch[23] **models** provide for "separable person and item parameters and hence sufficient statistics...which makes possible 'specifically **objective**' comparisons of **persons** and items and thus

fundamental **measurement** "[24, p. 529]. This **model** is especially suitable for the present study because of its facility to handle multiple category ...
... a sequential, ordered manner, then this is evidence of misfit to the construction of the **model** [20,25]. Threshold disorder can often provide valuable insights into the meaning and nature of...

17/3,K/82 (Item 82 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01080875 97-30269

The impact of customer satisfaction based incentive systems on salespeople's customer service response: An empirical study

Sharma, Arun; Sarel, Dan

Journal of Personal Selling & Sales Management v15n3 PP: 17-29 Summer 1995

ISSN: 0885-3134 JRNL CODE: JPN

WORD COUNT: 7895

...TEXT: customer satisfaction. Compensation has always played a major role in motivating, rewarding and influencing salesperson **behavior** (Churchill, Ford, and Walker 1979). One of the most important issues in compensation is the **determination** of the appropriate proportion of salary versus incentives. There are many descriptive studies indicating that...

... and Friedman 1982; Coughlan and Sen 1986). Researchers have distinguished between outcome and behavior based **systems** (Anderson and Oliver 1987; Cravens et al. 1993). Outcome based compensation **systems** base the incentive component on sales volume whereas **behavior** based compensation **systems** base their compensation on **behavior** based or non-sales volume oriented **measures**. Anderson and Oliver (1987) suggest that if salespeople are compensated on the basis of **behavior**-based criteria, they will come closer to serving customer needs when compared to incentive **systems** baffle on outcome-based criteria. In a behavior-based compensation **system** the company and customer goals predominate because the firm reduces the downside risk for the salespeople. Cravens et al. (1993) suggest that rather than examining behavior-based versus outcome-based **systems**, mixed methods should be examined.

John and Weitz (1989) have proposed a conceptual framework to...

17/3,K/83 (Item 83 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01079418 97-28812

Balancing group and individual rewards: Rewarding individual contributions to the team

Heneman, Robert L; von Hippel, Courtney

Compensation & Benefits Review v27n4 PP: 63-68 Jul/Aug 1995

ISSN: 0886-3687 JRNL CODE: CPR

WORD COUNT: 2468

...TEXT: and work groups. To support this new emphasis, many organizations have designed group-based reward **systems**, such as team-based pay, gainsharing, and goal sharing, to reward employees for a group...

... how best to use them. One such issue centers on whether the organization's pay **systems** support alignment between **individual behaviors** and group **goals** or frustrate group cohesiveness.

GROUP AND INDIVIDUAL GOALS

Group-based reward plans **measure** group performance and reward individuals on the basis of how well the group performs. This...

17/3,K/84 (Item 84 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01074297 97-23691

QFD application in an educational setting: A pilot field study

Pitman, Glenn; Motwani, Jaideep; Kumar, Ashok; Cheng, Chun Hung

International Journal of Quality & Reliability Management v12n6 PP: 63-72
1995

ISSN: 0265-671X JRNL CODE: IJQ

WORD COUNT: 4317

...TEXT: the customer; what the customer wants; and how to fulfil what the customers want.

In **identifying** the **customer**, the organization must- **objectively determine** the group or groups that best describe its current and/or desired customer base. After...

... factor in internal mechanisms such as customer-complaint data and competitive assessments of similar products, **systems**, or organizations.

Once the whats are established, the QFD team then determines the mechanisms that...

17/3,K/85 (Item 85 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01073059 97-22453

TQM and HRM: Improving performance appraisal research, theory, and practice

Cardy, Robert L; Dobbins, Gregory H; Carson, Kenneth P

Canadian Journal of Administrative Sciences v12n2 PP: 106-115 Jun 1995

ISSN: 0825-0383 JRNL CODE: CJA

WORD COUNT: 6271

...TEXT: primarily a function of job-relevant behaviour.

However, this does not mean they are pure **measures** of person contributions to performance. Job-relevant **behaviour** is a function of both person and **system** factors. To recall an earlier example, while a laboratory technician's ability and motivation certainly...

... also a function of supervisory expectations, coworker support, and organizational rewards, all of which are **system** factors. To the extent that job-relevant behaviour is **system**-caused, accurate **measures** of **behaviour** are influenced by factors outside of the control of the **individual** employee.

Behaviourally oriented objective measures . This classification includes **measures** which are objective in type, but which focus on job-relevant **behaviours** , as opposed to work outcomes. Examples include absenteeism, number of calls handled, number of customers...

17/3,K/86 (Item 86 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01062298 97-11692

Integrating business strategy and capital allocation: An application of multi-objective decision making

Walls, Michael R

Engineering Economist v40n3 PP: 247-266 Spring 1995

ISSN: 0013-791X JRNL CODE: EEC

WORD COUNT: 7061

...TEXT: within the organizational structure.

Single and multi-objective decision analysis provide the firm strategic choice **models** -- **models** which provide a systematic and comprehensive approach to decision making. A formal description of the...

...decision problem requires the firm to specify a strategy as defined by a set of **objectives** as well as **individual** attributes to **measure** the achievement of those objectives. The choice element consists of **identifying** the proposed or available decision alternatives. In the information phase the analyst assesses the impact...

17/3,K/87 (Item 87 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01044952 96-94345

Marketing cancer care to rural residents

Franzak, Frank J; Smith, Thomas J; Desch, Christopher E

Journal of Public Policy & Marketing v14n1 PP: 76-82 Spring 1995

ISSN: 0743-9156 JRNL CODE: JMP

WORD COUNT: 6356

...TEXT: in distribution channels (Stem, El-Ansary, and Brown 1989), can provide useful insights to interorganizational **behavioral relationships** . The nature of the outreach alliance as an organizational **system** must be considered to achieve coordination and keep conflict minimal. Participants must set mutual goals...

... areas to provide needed services. Alter (1990) identified three structural dimensions of interorganizational service delivery **systems** that impact role assignment and role expectations (centrality, differentiation, and complexity); and three factors that...

17/3,K/88 (Item 88 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01025662 96-75055

Bring performance appraisal training to life

Hubbartt, William S
HRMagazine v40n5 PP: 168, 166 May 1995
ISSN: 1047-3149 JRNL CODE: PAD
WORD COUNT: 1003

ABSTRACT: The performance appraisal process is changing to meet evolving organizational needs. Long-standing merit **systems** and antiquated performance rating forms that **measured** subjective **behavioral characteristics** are giving way to new reward **measurement systems** that **correlate individual** achievements with corporate **objectives**. Increased use of new reward **measurement systems** means that employees as well as supervisors and managers must be trained to lead effective...

...TEXT: ways of handling employee appraisals. Long-standing merit systems and antiquated performance rating forms that **measured** subjective behavioral characteristics are giving way to new reward **measurement systems** that **correlate individual** achievements with corporate **objectives**.

Increased use of new reward **measurement systems** means that employees as well as supervisors and managers must be trained to lead effective...

17/3,K/89 (Item 89 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00990933 96-40326
Light a bonfire under your sales staff with training and development
Taylor, Raymond E; Vaught, Bobby C
Business Forum v19n3,4 PP: 22-25 Summer/Fall 1994
ISSN: 0733-2408 JRNL CODE: LAB
WORD COUNT: 3022

...TEXT: motivational model of sales training and development. The self-audit will force the participants to **identify** the program's job-**related** contents ahead of time and to state their **behavioral** expectations of the program with regard to these job-**related** factors. Along with this task, participants must commit themselves to new **behavior** on the job after the program. The self-audit allows participants to indicate in writing how the program **relates** to their jobs and how they plan to change their **behavior** as a result. The self-audit overcomes two major problems associated with training and development...

17/3,K/90 (Item 90 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00986297 96-35690
Service-oriented peer groups
Fried, Harold O; Lovell, C A Knox
Credit Union Executive v35n2 PP: 22-27 Mar/Apr 1995
ISSN: 1053-6744 JRNL CODE: CUE

...ABSTRACT: services to current members without comprising safety and soundness. The objective of the CAMEL rating **system** is to evaluate and promote the safety and soundness of each credit union in the...

... list of useful peers for each credit union, regardless of size, common bond, and other **characteristics**. It is management's task to **determine**

the appropriateness of these and other **characteristics** when it screens the peer list. This service analysis aims to enhance the ability of...

17/3,K/91 (Item 91 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00968646 96-18039

The effects of tastes and motivation on individual income

Long, James E

Industrial & Labor Relations Review v48n2 PP: 338-351 Jan 1995

ISSN: 0019-7939 JRNL CODE: ILR

WORD COUNT: 5691

...TEXT: and several tastes and motivation variables customarily excluded from (or inadequately proxied in) individual income **models**. These variables are the importance assigned by individuals to financial success and to raising a...

... and their assessment of their own drive to achieve. A rich set of human capital **measures**, personal background factors, and current job **characteristics** are included in the income analysis, which is conducted separately for men and women.

INCONSISTENCY... FAMILY), and the drive to achieve (ACHIEVEMENT DRIVE). FINANCIAL SUCCESS and RAISING FAMILY are each **measured** by three dichotomous variables **identifying individuals** who consider these **goals** or values to be "somewhat important," "very important," or "essential." (**Individuals** who regard these **goals** as "not important" constitute the base group in each case.) ACHIEVEMENT DRIVE is **measured** by two dummy variables, one identifying persons who rate their drive to achieve as "below... motivation occurring between 1971 and 1980. However, the coefficients of the tastes and motivation variables **measured** in 1980 may be influenced by endogeneity. What is known for sure is that some **individuals**' assessment of their **goals** and traits changed between 1971 and 1980. For instance, financial success was reported to be...

17/3,K/92 (Item 92 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00960992 96-10385

Exchange governance: The role of legal and nonlegal approaches across the exchange process

Gundlach, Gregory T

Journal of Public Policy & Marketing v13n2 PP: 246-258 Fall 1994

ISSN: 0743-9156 JRNL CODE: JMP

WORD COUNT: 10731

...TEXT: Norms thus serve as a general protective device against deviant behavior. A particular property of **relational** norms is their prescription of **behaviors** directed toward maintaining the **system** or **relationship** as a whole and curtailing **behavior** promoting the **goals** of the **individual** parties....[R]elational norms constitute a safeguard against exploitative use of decision rights.

Exchange parties...

17/3,K/93 (Item 93 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00953891 96-03284

Bargaining power, management control, and performance in United States - China joint ventures: A comparative case study

Yan, Aimin; Gray, Barbara

Academy of Management Journal v37n6 PP: 1478-1517 Dec 1994

ISSN: 0001-4273 JRNL CODE: AMA

WORD COUNT: 14327

...TEXT: based power of partners. It would also shed light on the intriguing question of whether **characteristics** of joint venture formation imprinted at birth ultimately **determine** the success and failure rates of international partnerships. (4) The **model** derived from this research needs to be tested by using larger samples and joint ventures created by partners from different countries. In order to capture the dynamic **characteristics** of joint ventures, investigations using longitudinal, repeated- **measures** designs are needed.

TABLES 2 AND 3 GO HERE

(1) Yin's (1989) position that...

17/3,K/94 (Item 94 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
(c) 2003 ProQuest Info&Learning. All rts. reserv.

00944678 95-94070

Supervisors matter more than you think: Components of a mission-centered organizational climate

Butcher, Ann Houston

Hospital & Health Services Administration v39n4 PP: 505-520 Winter 1994

ISSN: 8750-3735 JRNL CODE: HHS

WORD COUNT: 4942

...TEXT: As a result, Hypothesis 1c was supported.

DISCUSSION

Results of the study support the hypothesized **model**. Each supervisor behavior that was a component of the core climate dimension, goal emphasis (e...

... in accordance with Zeithaml, Parasuraman, and Berry (1990), who state that one of the primary **determinants** of successfully providing quality **customer** service is **goal** setting that (1) aims to meet customer expectations, (2) is specific, (3) is accepted by...

... proposition that the hypothesized causal links are possible, longitudinal research is needed to test the **model** more thoroughly.

Supervisory support of teamwork, a component of the socioemotional support dimension, also was...

17/3,K/95 (Item 95 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00929158 95-78550

Workers' preferences among company-provided health insurance plans

Barringer, Melissa W; Mitchell, Olivia S

Industrial & Labor Relations Review v48n1 PP: 141-152 Oct 1994

ISSN: 0019-7939 JRNL CODE: ILR

WORD COUNT: 5143

...TEXT: effect of marital status on health insurance plan choice is also something that can be **determined** only with empirical evidence.

Differential demand patterns by age are of special importance. Older **persons** face **objectively** higher health risks, and also may have subjective preferences regarding health care **systems** that differ from those of their younger colleagues (Mitchell 1988; Feldman et al. 1989). In ...

17/3,K/96 (Item 96 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00928941 95-78333

Data encryption and digital signatures

Bodnar, George H

Internal Auditing v10n2 PP: 63-68 Fall 1994

ISSN: 0897-0378 JRNL CODE: IAD

...ABSTRACT: or prevent its unauthorized use. A cryptographic key is a parameter, usually a string of **characters** that, when used in conjunction with a cryptographic technique, strictly **determines** the transformation from plaintext to ciphertext. Private-key **systems** use a single key. Public-key **systems** involve 2 numerically related keys: a public key that everyone knows, and a private key...

17/3,K/97 (Item 97 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00905898 95-55290

The augmented service offering for perceived and actual service quality

Ozment, John; Morash, Edward A

Journal of the Academy of Marketing Science v22n4 PP: 352-363 Fall 1994

ISSN: 0092-0703 JRNL CODE: AMK

ABSTRACT: Although the augmented service offering **model** is a popular descriptive paradigm in marketing, little research has been done to empirically test...

... offering includes the core services and peripheral services offered by the firm, the service delivery **system** used to deliver these services, and the related promotional communications with customers. The present research ...

... the relationships between these elements of the augmented service offering on one hand, and both **measures** of actual **objective** service quality and **customer** -perceived service quality on the other. In general, the results imply the importance of a...

17/3,K/98 (Item 98 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00905845 95-55237

Project controls and ISO 9000

Pellicena, Desmond G; Hill, Geoff J
American Association of Cost Engineers Transactions 1994 Transactions
PP: QM6.1-QM6.5 1994
ISSN: 0065-7158 JRNL CODE: AEE
WORD COUNT: 3641

...TEXT: have also recently introduced other methods to help in assessing the effectiveness of our quality **system** by reviewing the **characteristics** of all key deliverables from, and activities of, all project groups to **determine** a percentage level of conformity. The results of this type of review for all groups...

... by the client, to arrive at an overall project performance index. This approach contributes to **determining**, in a quantitative manner, whether our organizational **goals** are meeting the **client**'s expectations as is anticipated in the changes to the ISO standards referred to earlier...

17/3,K/99 (Item 99 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00898117 95-47509

Total effectiveness in a just-in-time system

Karlsson, Christer; Norr, Christer
International Journal of Operations & Production Management v14n3 PP:
46-65 1994
ISSN: 0144-3577 JRNL CODE: IJO
WORD COUNT: 8588

...TEXT: we also deal to some extent with the associated economic effects on society in general.

RELATIONS BETWEEN SUPPLIERS AND BUYERS

One of the **objectives** of JIT is to create an even flow of material through the manufacturing process as...

... higher degree between different units in the manufacturing chain. Since the supplier in a JIT **system** is located outside the assembly factory itself it is of paramount importance that close relations...

... This is valid at all levels, not only because of logistical reasons but also from **behavioural** aspects. The studied literature is therefore closely **related** to network theory with its focus on long-lasting relations.

The more prominent Japanese manufacturers...

17/3,K/100 (Item 100 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)

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00894895 95-44287

Toyota UK Ltd: Model HRM practices?

Winfield, Ian

Employee Relations v16n1 PP: 41-53 1994

ISSN: 0142-5455 JRNL CODE: EMP

WORD COUNT: 5963

...TEXT: peers at management level. It is imperative that teams function effectively in the Toyota Production **System**, so selection must create a human resource immediately receptive to teamwork. In Britain teams cannot, unlike in Japan, be relied on to cement their **relationship** by post-working day bonding **behaviour**. In drawing up the predictor variables for use in the selection process and in assembling...

17/3,K/101 (Item 101 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00887665 95-37057

Role stressors, mood spillover, and perceptions of work-family conflict in employed parents

Williams, Kevin; Alliger, George M

Academy of Management Journal v37n4 PP: 837-868 Aug 1994

ISSN: 0001-4273 JRNL CODE: AMA

WORD COUNT: 11826

...TEXT: task demands and control.

Support also emerged for Hypothesis 2c. Consistent with a control theory **model** of affect (Carver & Scheier, 1990), perceived goal progress was positively **related** to elation and negatively **related** to distress. Perhaps, consistent with control theory, **individuals** use their immediate **goals** for family and work tasks to regulate their day-to-day **behavior**.

One unexpected finding was the negative **relation** between task demands and fatigue. This finding can be explained by arousal **models** of stress, according to which the immediate response to a demanding or challenging task is...

17/3,K/102 (Item 102 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00873786 95-23178

Taming the performance-management monster

Sorohan, Erica Gordon

Training & Development v48n6 PP: 9-10 Jun 1994

ISSN: 1055-9760 JRNL CODE: STD

WORD COUNT: 440

...TEXT: management accountable for organization values and goals.

Ensure that all participants in the performance-management **system** receive the training they need to use the **system** effectively. Teach managers and employees to share responsibility, set objectives, **identify** key behaviors, and track and **measure** performance. Train managers in

interpersonal and coaching skills.

Determine the **system** 's effectiveness and identify process improvements. Spot-check for the quality and timeliness of performance reviews. Establish a method for continuously monitoring the **system** 's effectiveness. Use the performance-management **system** itself to hold managers accountable for implementing and supporting the process.
Copies of the report...

17/3,K/103 (Item 103 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00872890 95-22282

Setting promotional goals: A communications' relationship model

Jones, David B

Journal of Consumer Marketing v11n1 PP: 38-49 1994

ISSN: 0736-3761 JRNL CODE: JCK

WORD COUNT: 4687

...TEXT: objective-setting format that addresses these issues. From a theoretical perspective, the proposed goal-setting **model** incorporates contemporary issues in communication theory and consumer behavior that address how messages are processed, and how consumer, advertiser and competitive **relationships** are developed and maintained. This helps move advertising strategy closer to the marketing **goal** of making a **customer** rather than just making a sale. Next, the article proposes a **model** of short-, mid- and long-range goals that can be used to design and evaluate ...

... by both users and sellers of advertising. Third, the managerial recommendations and implications of the **model** are discussed. Given the different stakeholders in advertising design, their diverse needs and preferred styles...

17/3,K/104 (Item 104 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00852505 95-01897

Technology updates market research methods

Morrall, Katherine

Bank Marketing v26n4 PP: 15-20 Apr 1994

ISSN: 0888-3149 JRNL CODE: BNM

WORD COUNT: 2853

...ABSTRACT: marketing and management purposes. This kind of database marketing helps to develop branching strategies, tracking **systems** and trade area development. The ultimate **goal** is to **identify customers** and give insights into their profitability, buying **habits** and market preferences, and to retain customers by more adequately meeting their needs.

17/3,K/105 (Item 105 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00847391 94-96783

Quality assurance for a program of comprehensive care for older persons

Kane, Robert L; Blewett, Lynn A

Health Care Financing Review v14n4 PP: 89-110 Summer 1993

ISSN: 0195-8631 JRNL CODE: HCF

WORD COUNT: 8952

...TEXT: scores which form the dependent variables for predictive equations across all PACE sites. The predictive **models** estimate the separate effects of patient characteristics and treatment. The former include both clinical variables...

... client-centered approach uses a form of goal attainment in which the interdisciplinary teams establish **individualized goals** (expressed in function status terms that correspond to the **measures** available) for each client. The extent to which the goal is attained is compared with...

17/3,K/106 (Item 106 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00817274 94-66666

New approaches to managing performance appraisals

Tinkham, Robert; Kleiner, Brian H

Work Study v42n7 PP: 5-7 Nov/Dec 1993

ISSN: 0043-8022 JRNL CODE: WST

WORD COUNT: 2183

...ABSTRACT: have been impractical to monitor without the use of computers. Computerized performance monitoring and control **systems** (CPMCS) are event recording **systems** incorporated into the software which employees use while performing their jobs. Clerical employees are most...

... detailed and objective view of actual employee performance which is not practical without the computerized **system**. The producers of CPMCS claim the **system** will increase worker productivity. In offices where CPMCS has been introduced, the reaction of the employees has been negative. By establishing a performance-appraisal **system** that rewards service-oriented goals, the company is assured that its customers will receive quality...

...following 4-step process described by Cocheu (1988) will assure that the company's appraisal **system** rewards the desired **behavior**: 1. **Identify** the customer. 2. Define the customers' requirements. 3. Develop **individual** performance **objectives**. 4. Reconcile performance **objectives** with **customers'** expectations. ...

17/3,K/107 (Item 107 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00803843 94-53235

Understanding determinants of food choice: Contributions from attitude research

Conner, Mark T

British Food Journal v95n9 PP: 27-31 1993

ISSN: 0007-070X JRNL CODE: BFJ

WORD COUNT: 2871

...TEXT: is an important area for future research.

CAUSAL MODELS OF FOOD CHOICE

A second and **related** problem for these social cognition **models** concerns their status as causal explanations of **behaviour**. Aside from the **correlational** nature of the data, these **models** examine consensual rationales for **behaviour** and do not pick out demonstrably causal explanations for what is going on in individuals' minds as they make food choices. In order to produce such causal **models** of the determinants of food choices, the major influences on an individual's choice among...

... the effects on individual choice observed. Correlational path analysis within the individual then enables causal **models** of influences on choice and their meditation to be developed[14]. Such individualized **models** would allow us to look for systematic differences in the ways in which **individuals** process **objectively** specified influences on food choices.

CONCLUSIONS

The **determinants** of food choice are many and varied. However, many of these determinants affect food choices...

17/3,K/108 (Item 108 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00798891 94-48283

Change elements to progress

Coulson-Thomas, Colin

Managing Service Quality PP: 29-33 Nov 1993

ISSN: 0960-4529 JRNL CODE: MAQ

WORD COUNT: 2795

...TEXT: Benchmark companies have clear and compelling visions. There is top management commitment, and remuneration is **related** to business **goals** and **customer - related objectives**. Role **model behaviour** is seen to be rewarded, empowerments are in place, and processes are re-engineered. There...

17/3,K/109 (Item 109 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00798077 94-47469

All the right moves

Galvin, Molly

Credit Union Management v16n12 PP: 36-38 Dec 1993

ISSN: 0273-9267 JRNL CODE: CUM

WORD COUNT: 1342

...TEXT: a secured loan for us."

An outside consulting firm was asked to develop WPCU's **model**. The firm pulled about 2,000 of the credit union's past loan applications and identified characteristics of the average borrower. "That's where the empirical **model** comes from," says Leone. Using the **model** as a base gives WPCU the ability to judge **members objectively** and **identify**

"high-priority" loans faster.

"So now what we're finding is our loan officers are...

17/3,K/110 (Item 110 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00788968 94-38360
Racial dynamics in cross-race developmental relationships
Thomas, David A
Administrative Science Quarterly v38n2 PP: 169-194 Jun 1993
ISSN: 0001-8392 JRNL CODE: ASQ
WORD COUNT: 11901

...TEXT: I identified the strategies for managing racial diversity. In phase 2, I looked at the **relation** between strategies and whether the **relationship** developed the **characteristics** of a mentor-protg or sponsor-protg **relationship**. In phase 3, I examined the role of individual racial perspective--the race-related factor...

... of analysis here because they were unexpected and led to further analysis, which produced the **model** presented and discussed in the next section.

Phase 1 revealed two distinct strategies for managing...

17/3,K/111 (Item 111 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00780662 94-30054
Measuring service quality in the business-to-business context
Kong, Raymond; Mayo, Michael C
Journal of Business & Industrial Marketing v8n2 PP: 5-15 1993
ISSN: 0885-8624 JRNL CODE: JBI
WORD COUNT: 4251

...TEXT: complaint behavior or in response to the channel member's research activities. Second, the channel **member**'s own performance **objectives** (strategy, margins, inventory turns, product line assortment, or profit) influence the selection of, and **relationship** with, a supplier. Third, the existing relationship with a supplier (nonexistent, long-standing, cooperative or...

17/3,K/112 (Item 112 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00773120 94-22512
Cost cutting: Battleground of the 1990's (Part Two)
Belton, Edward F
Canadian Underwriter v60n9 PP: 24, 26 Sep 1993
ISSN: 0008-5251 JRNL CODE: CAU
WORD COUNT: 977

...ABSTRACT: shared vision, 2. external focus, 3. leadership, 4. actively

involved people, 5. competence, 6. appropriate **measurement** , 7. adaptable organizational structure, and 8. alignment of **systems** . These 8 **characteristics** are examined in detail, with the alignment of **lsystems** referring to the situation that exists when there is clear alignment of the leader's vision with corporate strategy and objectives, company policies, individual goals, reward **systems** , training, communication **systems** , and career development activities. In short, everything is aligned to ensure that there is unity...

17/3,K/113 (Item 113 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00755367 94-04759

Backlash! The challenge to diversity training

Mobley, Michael; Payne, Tamara

Security Management v37n9 PP: 35-42 Sep 1993

ISSN: 0145-9406 JRNL CODE: SEM

WORD COUNT: 2658

...TEXT: This increases the chances for dealing with resistance and avoiding backlash. While one trainer engages **participants** , the other can **objectively** assess the response and provide intervention as needed. Two facilitators can **model** effective **behavior related** to differences.

Create an open atmosphere. Make sure participants know it is okay to discuss...

17/3,K/114 (Item 114 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00738211 93-87432

Gaps in corporate transformation

Coulson-Thomas, Colin J

Management Development Review v6n1 PP: 12-13 1993

ISSN: 0962-2519 JRNL CODE: TMR

WORD COUNT: 908

...TEXT: Benchmark companies have clear and compelling visions. There is top management commitment, and remuneration is **related** to business **goals** and **customer - related objectives** . Role **model behaviour** is seen to be rewarded. Empowerments are in place, and processes are re-engineered. There...

17/3,K/115 (Item 115 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00735288 93-84509

Situated information spaces and spatially aware palmtop computers

Fitzmaurice, George W

Communications of the ACM v36n7 PP: 38-49 Jul 1993

ISSN: 0001-0782 JRNL CODE: ACM

WORD COUNT: 5340

...TEXT: environments. The intention of describing the applications is to

uncover issues, problems, even styles of **user** interaction. Our **goal**, initially, is not to **determine** the feasibility of implementing each application but to **identify** interesting **characteristics** of the applications and how they may influence future **system** designs and prototypes.

ACTIVE MAPS AND PAPER

The Chameleon system can serve as an electronic...

17/3,K/116 (Item 116 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00728005 93-77226

Strategic Impact Merit Pay

Newman, Jerry M.; Fisher, Daniel J.

Compensation & Benefits Review v24n4 PP: 38-45 Jul/Aug 1992

ISSN: 0886-3687 JRNL CODE: CPR

WORD COUNT: 3216

...TEXT: systems and lump-sum awards do not meet these objectives; SIMP does.

Traditional merit pay **systems** fail to control costs because merit awards are built in to base pay, virtually assuring...

... will be received as long as the employee remains employed by the company. Traditional merit **systems** also fail to differentiate among employees in terms of performance--most performance distributions show employees...

... on the expected impact-duration of performance--i.e., its time impact. Impact-duration is **measured** by assessing how long an **individual goal** is expected to affect overall achievement of strategic objectives. Interestingly, disagreements over this assessment focus...

17/3,K/117 (Item 117 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00727957 93-77178

The Behavioral Implications of Management Accounting

Caplan, Edwin H.

Management International Review v32 (Special Issue) PP: 92-102 First Quarter 1992

ISSN: 0025-181X JRNL CODE: MIR

WORD COUNT: 5712

...TEXT: rejected by managerial psychologists as being far too narrow in scope. The modern organization theory **model** is based on several quite different assumptions. First, a substantial body of psychological research on...

... and recognition--are no considered to be at least as important as economic factors in **determining behavior**. Since management accounting tends to emphasize only the economic aspects of motivation, it fails to...

... Therefore, instead of contributing to the attainment of goal congruence within an organization, management accounting **systems** may actually be a source of goal conflict which in turn can lead to such...

17/3,K/118 (Item 118 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00726064 93-75285

A Model of Union Membership: Instrumentality, Commitment, and Opposition

Newton, Lucy A.; Shore, Lynn McFarlane

Academy of Management Review v17n2 PP: 275-298 Apr 1992

ISSN: 0363-7425 JRNL CODE: AMR

WORD COUNT: 9633

...TEXT: employment situation (negative instrumentality) (Kochan, 1979), little is known about these types of negative union **relationships** among current **members**. Thus, another **goal** of this article was to develop a **model** that incorporated both positive (attachment) and negative (opposition) views of union membership.

The literature regarding...

17/3,K/119 (Item 119 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00725802 93-75023

Do Norms Matter in Marketing Relationships?

Heide, Jan B.; John, George

Journal of Marketing v56n2 PP: 32-44 Apr 1992

ISSN: 0022-2429 JRNL CODE: JMK

WORD COUNT: 7566

...TEXT: property of relational norms is their prescription of behaviors directed toward maintaining the system or **relationship** as a whole and curtailing behavior promoting the **goals** of the **individual** parties. By their very nature, **relational** norms constitute a safeguard against exploitative use of decision rights.

To operationalize the argument, norms...

17/3,K/120 (Item 120 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00725143 93-74364

Measuring Product Meaning for Prescribed Medication Using a Means-End Chain Model

Doucette, William R.; Wiederholt, Joseph B.

Journal of Health Care Marketing v12n1 PP: 48-54 Mar 1992

ISSN: 0737-3252 JRNL CODE: JHC

WORD COUNT: 4047

...TEXT: Gutman combined product attributes and consequences of use with consumer values into a regulative hierarchical **model** of product meaning called a "means-end chain." The means-end chain **model** has two fundamental

assumptions, (1) consumer values help guide an individual's behavior and (2)
...

...or classes to reduce the complexity of choice. The choice of the highest level goals **determines** subordinate goals that help in the attainment of the highest level goals. The highest level **goals**, **consumer** values, represent the important end states consumers are trying to achieve in their lives. The...

17/3,K/121 (Item 121 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00724241 93-73462

How an Expert Corporate Fitness Program Might Be Designed

Strauss, Ronald E.; Yen, David

Health Care Supervisor v10n3 PP: 40-55 Mar 1992

ISSN: 0731-3381 JRNL CODE: HCS

WORD COUNT: 4757

...TEXT: based on individualized characteristics.

IDENTIFICATION PHASE

The first phase in the development of an expert **system** is the identification phase. The purpose of the identification phase is to "identify the **participants**, resources, **goals** and problem **characteristics** ." (11) (p.164) The first participant to **identify** is a qualified knowledge engineer (KE). The KE will be the person who designs and develops the expert **system**. The first task of the KE is to define the problem and identify the goals...

...that the engineer can interview the experts to put these rules and facts into the **system**. The KE may also begin reading as much information about exercise and fitness as possible...

... step of the identification phase, the will need to identify the resources where a prototype **system** can be developed. At the end of the identification phase, the KE may produce findings...

17/3,K/122 (Item 122 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00698620 93-47841

Innovation modification during intraorganizational adoption

Lewis, Laurie K; Seibold, David R

Academy of Management Review v18n2 PP: 322-354 Apr 1993

ISSN: 0363-7425 JRNL CODE: AMR

WORD COUNT: 12565

...TEXT: by which innovations are implemented has a significant impact on innovation outcomes in terms of **user** acceptance and organizational **goal** achievement. We further propose that the strength of these **relationships** will be contingent on the stage of an organization's development. Jablin (1985) argued that...

... organizational characteristics as discriminating variables (e.g.,

scanning, centralization of decision making, controls and communication **system** effectiveness, technocratization, risk taking, integration of decisions, organizational differentiation, traditions, and delegation of operating authority...

17/3,K/123 (Item 123 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00657626 93-06847

Inner City Teachers' Work and the Assessment, Placement and Ongoing Education of Immigrant Children

Reid, Charlotte; Young, Jon

Journal of Educational Administration v30n2 PP: 41-51 1992

ISSN: 0957-8234 JRNL CODE: EDA

WORD COUNT: 5325

...TEXT: to develop an individualized set of school experiences. While this may be quite consistent with **system** goal statements of enabling students to develop to their "fullest potential" it may be incongruent...

... be a more common mode of practical behaviour and thought than a concern for maximizing **individual** potential--an elusive **goal** that ultimately dooms all teachers to **measure** of failure.

In the "ideal world" the costs of educational innovations are irrelevant: resources are...

17/3,K/124 (Item 124 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00654033 93-03254

The U.S. Economy: A New American "Normal"

Sommers, Albert T.

Across the Board v29n12 PP: 26-31 Dec 1992

ISSN: 0147-1554 JRNL CODE: CBR

WORD COUNT: 3533

...TEXT: elevating business ethics.

The issue here is Ethics capitalized: the "public ethic" that concerns the **behavior** of individuals in **relation** to the groups and governmental entities of which they are a part, and the duties they accept in return for the rights and privileges they receive. All economic **systems** require some ordered subordination of individual purpose to public objectives. They require a public ethic...

17/3,K/125 (Item 125 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00653721 93-02942

Information Filtering and Information Retrieval: Two Sides of the Same Coin?

Belkin, Nicholas J.; Croft, W. Bruce

Communications of the ACM v35n12 PP: 29-38 Dec 1992

ISSN: 0001-0782 JRNL CODE: ACM
WORD COUNT: 2819

...TEXT: 1 omitted). This model indicates basic entities and processes in the IR situation.

In this **model**, a **person** with some **goals** and intentions **related** to, for instance, a work task, finds that these goals cannot be attained because the... to engage in active information-seeking behavior, such as submitting a query to an IR **system**. The query, which must be expressed in a language understood by the **system**, is a representation of the information need. This is shown on the right-hand side...

...1. Due to the inherent difficulty of representing ASKs 2!, the query in an IR **system** is always regarded as approximate and imperfect. On the other side of Figure 1, the...

17/3,K/126 (Item 126 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
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00653333 93-02554

Factors Affecting Software Developers' Performance: An Integrated Approach

Rasch, Ronald H.; Tosi, Henry L.
MIS Quarterly v16n3 PP: 395-413 Sep 1992
ISSN: 0276-7783 JRNL CODE: MIS
WORD COUNT: 6601

...TEXT: separate behavioral models. Our research develops an integrated model that permits the assessment of the **relative** effects of the level of effort, **goal characteristics**, and **individual characteristics** on performance to facilitate a greater understanding of the complexities inherent in the software development process. The research **model** is constructed from three sets of concepts: expectancy theory, **goal**-setting theory, and **individual characteristics**. Because of the inherent complexity of integrating three different, yet **related**, lines of research, the research **model** is limited to addressing several key elements from each of these concepts. The variables and...revealed no indication of a unidimensional factor (Podsakoff and Organ, 1986). The third methodological issue **relates** to the variables included in this study. Although the research **model** integrates expectancy theory, **goal**-setting theory, and **individual characteristics**, other variables not assessed in this research may affect performance. The **model** does not consider environmental factors or situational constraints. Future research should include such variables to...

17/3,K/127 (Item 127 from file: 15)
DIALOG(R) File 15:ABI/Inform(R)
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00646260 92-61200

Quality Improvement in a Federal Defense Organization

Gilbert, G. Ronald
Public Productivity & Management Review v16n1 PP: 65-75 Fall 1992
ISSN: 1044-8039 JRNL CODE: PBP
WORD COUNT: 4242

...TEXT: trained to apply problem-solving tools to assure the quality of

their work). The satisfied **customer** is the **goal** of organizational effort and the essential criterion to **measure systems** performance. In the TQM approach, the quality of the impact of the **system** on its customer is the essential unit of analysis rather than the quantity of the **system**'s outputs (efficiencies), as is the case with the more traditional approach to management. Under...

... the emphasis on quality from providers to customers is infused throughout the organization's sub- **systems** . TQM involves designing what the customer wants and needs; providing it on time; when and...

17/3,K/128 (Item 128 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00635566 92-50506

The Designer's Model of the CUA Workplace

Berry, Richard E.

IBM Systems Journal v31n3 PP: 429-458 1992

ISSN: 0018-8670 JRNL CODE: ISY

WORD COUNT: 18566

...TEXT: object instead, the user may begin to distrust the system.

In summary, the designer's **model** is the **model** of objects, properties, behaviors, and **relationships** that the designer intends the user to understand. The designer's **goal** is that **users** 'conceptual **models** exactly match the designer's **model** . Users who perceive the interface at this level have a precise understanding of the interface...

17/3,K/129 (Item 129 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00632753 92-47693

Rewiring the Corporation

Heyer, Steven J.; Lee, Reginald Van

Business Horizons v35n3 PP: 13-22 May/Jun 1992

ISSN: 0007-6813 JRNL CODE: BHO

WORD COUNT: 4564

...TEXT: permanent natural teams or transaction groups can be formed around the tasks of doing business. **Measurement** and incentive **systems** should then be adjusted to track and reward the desired **behavioral** changes.

Individual , corporate, and team **objectives** must be made tangible to employees through regular performance reviews and feedback, as well as through the compensation **system** .

Finally, a caveat. When presented with an opportunity for rewiring, beware of potential obstacles. Many...

17/3,K/130 (Item 130 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00629642 92-44582

Multimedia Technology, Banks and Their Customers

Bell, K. R.; Scobie, G. E. W.
International Journal of Bank Marketing v10n2 PP: 3-9 1992
ISSN: 0265-2323 JRNL CODE: IJB
WORD COUNT: 4217

...TEXT: maximum flexibility and operational capacity appropriate to the service conditions. The flexibility of the total **system** guarantees that it will be as much of a problem as an asset. There are numerous reasons for this arising from both the **system** design and ...the software program had been written by the bank, using the manufacturer's designated authoring **system**. The final software program design will vary enormously in quality and effectiveness in direct relation...

... software content--they also include critical aspects of design. One important element is awareness of **user goals**. This provides one means of **measuring** the effectiveness of a program, i.e. does it satisfy **user goal objectives**? In addition aesthetics, movement and colour are integral to software design and can transform the...

17/3,K/131 (Item 131 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00624298 92-39400
Will Europeans Buy Your Company's Products?
Borthick, A. Faye; Roth, Harold P.
Management Accounting v74n1 PP: 28-32 Jul 1992
ISSN: 0025-1690 JRNL CODE: NAA
WORD COUNT: 4054

...TEXT: procedures, data, demonstration tests, and assessments (e.g., the cost of testing for specific safety **characteristics** by recognized independent testing bodies)."

If quality costs are to be **measured**, the company must decide if the accounting **system** or a separate **system** should be used. Many companies have found that initial attempts at quality cost measurement and reporting can be Independent from the management accounting **system**. An independent **system** can be thought of as a prototype that grows with the company's understanding of...

... relationships. Ultimately, the quality costs should become an integral part of a company's accounting **system**, but if integration is required from the outset, there may never be any quality cost **system**. Once a company has experience with defining and tracking quality costs, the data should help...

17/3,K/132 (Item 132 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00624011 92-39113
Patients at the Center: CEO Discusses National Project to Refocus Patient Care Delivery
Eubanks, Paula
Hospitals v66n13 PP: 56-58 Jul 5, 1992
ISSN: 0018-5973 JRNL CODE: HPT
WORD COUNT: 1971

...TEXT: match responsibility but avoids rewarding people simply based on their title, Smith says.

The reward **system** is now designed to base 60 percent of pay on performance of one's ongoing responsibilities as described in the job description and 40 percent on the **behaviors** that demonstrate leadership, team building, and interpersonal **relationships** with associates and **customers**. **Goals** are tailored to the institution's "corporate commitments" to its customers, mutual support among employees...

17/3,K/133 (Item 133 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00595845 92-11018

The Movement for Reforming American Business Ethics: A Twenty-Year Perspective

Werner, Simcha B.

Journal of Business Ethics v11n1 PP: 61-70 Jan 1992

ISSN: 0167-4544 JRNL CODE: JBE

WORD COUNT: 5945

...ABSTRACT: of government regulation as a means of business moralization, and 4. a search for control **measures** aimed at improving organization moral **behavior**. This movement now begins to give rise to a new organizational **model**, the self-moralizing corporation, which transcends existing paradigms of corporate rectitude. The tenets of the...

17/3,K/134 (Item 134 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00592345 92-07518

HRD & Quality: The Chicken or the Egg?

Ferketish, B. Jean; Hayden, John W.

Training & Development v46n1 PP: 38-42 Jan 1992

ISSN: 1055-9760 JRNL CODE: STD

WORD COUNT: 2937

...TEXT: for the quality of outputs or the process used to achieve them.

Most performance management **systems** do not focus on the behaviors required to achieve objectives. But when individual employees receive...

... want to know what they should do differently--they want to know about more appropriate **behaviors**.

Behaviors that support a continuous improvement process include effectively **identifying** and solving problems, working as part of a team, and leading successful meetings. If the...

17/3,K/135 (Item 135 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00567704 91-42057

The Ethical Implications of the Straight-Commission Compensation System - An Agency Perspective

Kurland, Nancy B.

Journal of Business Ethics v10n10 PP: 757-766 Oct 1991

ISSN: 0167-4544 JRNL CODE: JBE

...ABSTRACT: conflicts of interest arise. It is argued that the nature of the straight-commissioned compensation **system** (SCCS) aligns the agent's goal to those of the firm to the potential detriment...

... and information asymmetries intensify this conflict. The SCCS fails to properly reward the desired espoused **behavior**. Therefore, to solidify the desirable lexical fiduciary **relationship**, the reward **system** needs to be changed. ...

17/3,K/136 (Item 136 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00551912 91-26270

Can the Personnel Department Survive Quality Management?

Giles, Eileen; Williams, Roger

Personnel Management v23n4 PP: 28-33 Apr 1991

ISSN: 0031-5761 JRNL CODE: PMA

WORD COUNT: 3502

...TEXT: outlined how the personnel department, through an obsession with customer satisfaction, can become a role **model** for quality.(5) He provided an action plan which makes some heavy demands on the...

... at political risk by asking customers what they think of current personnel services, working with **customers** to set **objective** performance standards and **measures** (eg acknowledging all queries the same day) and comparing oneself with competitors' personnel departments in...

17/3,K/137 (Item 137 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00528419 91-02763

Mergers and Takeovers

Gilman, Richard; Chan, Peng S.

Management Decision v28n7 PP: 26-37 1990

ISSN: 0025-1747 JRNL CODE: MGD

...ABSTRACT: common perception of merger, the nature of which changes with each set of partners, their **individual goals**, and their expectations from the **relationship**. There are 4 basic types of mergers: 1. horizontal, 2. vertical, 3. circular, and 4...

... 1. adopting charter and by-law provisions, 2. using golden parachutes, 3. adopting early warning **systems**, 4. using a poison pill, and 5. paying greenmail. ...

17/3,K/138 (Item 138 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00521826 90-47583

Economics, Psychology, and the Literature of the Subdiscipline of Consumer Behavior

Mittelstaedt, Robert A.

Journal of the Academy of Marketing Science v18n4 PP: 303-311 Fall 1990

ISSN: 0092-0703 JRNL CODE: AMK

...ABSTRACT: subdiscipline was reaching maturity as evidenced by the slowing rate of increase in publications. Three **related** themes are found in the consumer **behavior** literature from the 1950s to the mid-1970s: 1. a focus on the purchase behavior...

... critical time in the development of the subdiscipline of consumer behavior, marketing scholars rejected the **model** of rational economic man and embraced a psychological **model** that pictured consumers as goal seeking, problem solving, and information processing. ...

17/3,K/139 (Item 139 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00479586 90-05343

What It Takes to Negotiate

Anonymous

Purchasing World v33n12 PP: 34-35 Dec 1989

ISSN: 0093-1659 JRNL CODE: PCW

...ABSTRACT: personal attributes common to most successful negotiators. The buyers who know how the free enterprise **system** works - sellers trying to get the highest price for their products and buyers trying to get maximum value for their money - realize that negotiation is the path to those **objectives**. **Buyers** who can gather and interpret **relative** facts and figures, fully understand their companies' objectives, and are able to estimate a supplier...

17/3,K/140 (Item 140 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00457958 89-29745

Measuring the Performance of R&D Professionals

Meinhart, Wayne A.; Pederson, John A.

Research-Technology Management v32n4 PP: 19-21 Jul/Aug 1989

ISSN: 0895-6308 JRNL CODE: RMG

...ABSTRACT: based on traits or attributes, 2. appraisals based on goals, and 3. appraisals based on **behavioral** criteria. To evaluate R&D performance, Roman (1968) suggested a work management **system** consisting of **relating** **individual** assignments to project **objectives** and commitments. Evans (1969) emphasized that the factors selected for R&D employees should be...

17/3,K/141 (Item 141 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00436000 89-07787

Agency Theory: An Assessment and Review

Eisenhardt, Kathleen M.

Academy of Management Review v14n1 PP: 57-74 Jan 1989

ISSN: 0363-7425 JRNL CODE: AMR

...ABSTRACT: conflicting goals and then describing the governance mechanisms that limit the agent's self-serving **behavior**. Principal-agent researchers are concerned with a general theory of the principal-agent **relationship**. The heart of agency theory is the **goal** conflict inherent when individuals with differing preferences engage in cooperative effort. Empirical studies of agency theory mirror the 2 streams of theoretical agency research. In the positivist stream, the common approach is to **identify** a policy or **behavior** in which stockholder and management interests diverge and then to demonstrate that information **systems** or outcome-based incentives solve the agency problem. The principal-agent stream is more directly...

17/3,K/142 (Item 142 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00433303 89-05090

Six Conditions of Effectiveness

Covey, Stephen R.

Executive Excellence v5n11 PP: 8-9 Nov 1988

ISSN: 8756-2308 JRNL CODE: EEX

ABSTRACT: Executives must **identify** areas where organizational needs and **goals** overlap **individual** needs, **goals**, and capabilities in order to motivate and manage people to peak performance. Being effective in...

... whatever is necessary within the guidelines to achieve desired results, 3. constructing helpful structures and **systems**, 4. relying on personal accountability, allowing employees to evaluate their own performance, 5. building character...

17/3,K/143 (Item 143 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00428485 89-00272

Effects of Response and Stability on Scheduling in Distributed Computing Systems

Casavant, Thomas L.; Kuhl, Jon G.

IEEE Transactions on Software Engineering v14n11 PP: 1578-1588 Nov 1988

ISSN: 0098-5589 JRNL CODE: ISO

...ABSTRACT: examines the effects of response and stability on scheduling algorithms for general-purpose distributed computing **systems**. Response characterizes the time required to reach a new equilibrium state after a perturbation in the **system** state while stability is a measure of the ability of a mechanism to detect the time at which the effects of further actions will not improve the **system** state as defined by user objectives. Analysis is undertaken through the exercise of formal communicating finite automata **models** of 3 distinct approaches to the scheduling problem, each employing the objective of global optimal...

... balancing. Results show that absolute stability, as presently defined, is not always necessary in dynamic **systems** for the same reasons that relatively small amounts of instability are tolerated in the design of analog control **systems**. It is also demonstrated that response is a very important first-order metric of dynamic scheduling **behavior** and that response and stability are **related**. As a paradigm for distributed computations in general, the schedulers examined reveal a good deal...

17/3,K/144 (Item 144 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00427245 88-44078

Information-Seeking Behaviour in Interactive Videotex. Training Effects in an Experimental Investigation

Kuhlmann, Eberhard; Balderjahn, Ingo

Journal of Consumer Policy v11n2 PP: 185-207 Jun 1988

ISSN: 0342-5843 JRNL CODE: JSP

...ABSTRACT: the German version of interactive videotex, was the focal point of a study designed to **measure** information-seeking **behavior** of nonprofessional users of this **system**. Additionally, a short training program was developed to introduce Btx as a new information medium...

... 2. user efficiency, 3. content and amount of retrieved information, and 4. satisfaction with the **system**. Three basic conclusions were reached. First, it was found that the training increased the ability...

... When the information goal increased in precision, measures in user efficiency and satisfaction with the **system** were recorded in lesser amounts. Finally, it was **determined** that there existed 3 substantial sex-specific differences in information-seeking **behavior**.

17/3,K/145 (Item 145 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00389952 88-06785

Managed Care Dominating Healthcare Delivery System

Boland, Peter

Modern Healthcare v18n4 PP: 29 Jan 22, 1988

ISSN: 0160-7480 JRNL CODE: MHC

...ABSTRACT: providers, such as: 1. flexibility in program design and management attitudes, 2. quality in operational **characteristics** and outcome **measures**, 3. utilization management, 4. network formation, 5. hospital-physician linkage in the business **objectives** of the major **participants**, 6. a partnership approach to managing costs to spread risk, and 7. product accountability demonstrated through a management information **system** geared to employers' and insurers' decision-making needs.

17/3,K/146 (Item 146 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00382027 87-40861

Counteroffers: The Right Things Too Late

Harris, Andrew S.
Personnel Journal v66n11 PP: 130-132 Nov 1987
ISSN: 0031-5745 JRNL CODE: PEJ

...ABSTRACT: the turnover issue in a more rational way. One option is to adopt a rating **system** for employees and use it as a guide for **determining** the effort the company will exert in retaining an **individual**. An **individual**, **objective** program tailored to each employee category could be maintained. Human resources managers must be involved...

17/3,K/147 (Item 147 from file: 15)
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00381575 87-40409

The Effects of Individual Differences and Goal Origin on Goal Setting and Performance

Hollenbeck, John R.; Brief, Arthur P.
Organizational Behavior & Human Decision Processes v40n3 PP: 392-414 Dec 1987
ISSN: 0749-5978 JRNL CODE: OBP

...ABSTRACT: 1. Empirical evidence on individual differences in the goal-setting literature is reviewed. 2. A **model** of the goal-setting process that specifies various roles for individual differences depending on goal origin is developed. 3. Hypotheses generated by the **model** are tested. Subjects, 102 students, are presented with anagram-solving tasks, and a questionnaire is...

...variables linked with self-perceptions of task-specific ability, but not generalized self-esteem, are **related** to the difficulty of the **goals** chosen. 2. **Individuals** high in task-specific ability perceptions set more difficult goals. 3. Under assigned- **goal** conditions, **individual** differences **determine** the reaction to that goal. 4. People high in task-specific self-esteem have stronger expectancies for reaching the goal **relative** to those low in this **trait**. 5. Individuals high in generalized self-esteem show higher valence for goal attainment than those...

17/3,K/148 (Item 148 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00372129 87-30963

Public Relations Writing Methods by Objectives

Pearson, Ron
Public Relations Review v13n2 PP: 14-26 Summer 1987
ISSN: 0368-8111 JRNL CODE: PRR

ABSTRACT: A theory of public **relations** writing is developed which **characterizes** it as **related** uniquely to institutional, employer, or **client goals** and **objectives**. Nager and Allen (1984) offer the 10-Step PR-MBO writing **system** as a planning tool for helping writers in their public relations thinking, and they consider...

17/3,K/149 (Item 149 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00365420 87-24254

Models of Cooperative Group Decision-Making and Relative Influence: An Experimental Investigation of Family Purchase Decisions

Corfman, Kim P.; Lehmann, Donald R.

Journal of Consumer Research v14n1 PP: 1-13 Jun 1987

ISSN: 0093-5301 JRNL CODE: JCR

ABSTRACT: Since many purchase decisions are made by families and organizations rather than individuals, conceptual **models** of the group decision-making process have been developed. Recently, research examined cooperative groups in conflict situations to determine their use of power to effect a resolution. **Models** were created that focused directly on how **individual traits** (resources and **goals**) contribute to **relative influence**. Data collection involved: 1. a questionnaire, completed by 77 couples, and 2. a group...

... 2. Decision history dominates the conflict resolution process when preferences are equally intense. 3. Specific **character traits** , such as expertise and sociability, increase **relative influence**, while other **traits** , including a spouse's desire to support the **relationship** , reduce influence. ...

17/3,K/150 (Item 150 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00356376 87-15210

ScanAmerica BuyerGraphic Ratings: A High Potential Decision Support System for the Television Industry

McKenna, William J.

European Research v15n1 PP: 28-33 1987

ISSN: 0304-4297 JRNL CODE: EUR

ABSTRACT: Existing research measurement **systems** have proved incapable of providing marketers with a method of improving communications efficiency. Single-source **systems** would combine the **measurement** of an individual consumer's product purchase and television viewing **behavior** . Such **systems** are believed to hold the solution to the problem of how best to increase the efficiency of advertising communications with consumers. ScanAmerica, a **system** that has been installed sucessfully in Denver, Colorado, has the potential to satisfy the world...

... benefits of ScanAmerica include the advantage of combining data sets into a single high-utility **measure** known as **BuyerGraphics** . The **goal** is to create new and useful applications of the unique TV viewing/product purchase database...

17/3,K/151 (Item 151 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00352192 87-11026

New Behavioral Model Measures Price Elasticity

Morton, John; Dubanoski, Thomas J.

Marketing News v21n5 PP: 4 Feb 27, 1987

ISSN: 0025-3790 JRNL CODE: MNW

ABSTRACT: Most existing price elasticity **measurement systems** are plagued with problems and are highly fallible. However, a new class of **behavioral models** addresses the many substantive and technical **objectives** that research **buyers** require. The Price Elasticity **Measurement System** (PEMS), developed by Total Research Corp. (Princeton, New Jersey), is one such **model**. Like conjoint analysis, PEMS relies, to a great degree, on experimental design theory. A case...

... the PEMS process provides a wealth of information regarding price in such areas as: 1. **model** validation, 2. price elasticity, 3. variant pricing, 4. effects of product improvement, 5. price simulation...

17/3,K/152 (Item 152 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00348669 87-07503

Psychological Structure and Social Structure in Economic Models

Coleman, James S.

Journal of Business v59n4 (part 2) PP: S365-S369 Oct 1986

ISSN: 0021-9398 JRNL CODE: IBU

...ABSTRACT: of 2 parts: 1. the microfoundation of purposive action, and 2. the apparatus that derives **system**-level **behavior** from the actions of **individuals** whose **goals** have some **relation**. The assumptions embedded in the first part can be called the psychological assumptions underlying economic...

... assumed in neoclassical economic theory. It is concluded that, for the most part, the straightforward **model** of rational action that satisfies normative theory will be adequate for problems in economic theory...

... apparatus for moving from the level of the individual actor to the behavior of the **system**.

17/3,K/153 (Item 153 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00309057 86-09471

The Universal Barnard: His Micro Theories of Organizational Behavior

Mitchell, Terence R.; Scott, William G.

Public Administration Quarterly v9n3 PP: 239-259 Fall 1985

ISSN: 0734-9149 JRNL CODE: SRP

...ABSTRACT: and external causes, and the reduction of tension. Barnard also supports motivation through goal setting, **determined** by comparative costs and benefits of a goal, taking care to preserve equity between **individuals** ' **goals** and benefits. In group theory, Barnard maintained the effectiveness of an informal **system**, based on the establishment of specific roles and norms within an organization. Especially important to ...

17/3,K/154 (Item 154 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00302837 86-03251

Applying Motivation from Sports

Grummon, Phyllis T. H.

Life Association News v80n12 PP: 161-166 Dec 1985

ISSN: 0024-3078 JRNL CODE: LAN

...ABSTRACT: exhibit a number of characteristics that can motivate the salesperson. These qualities include: 1. clear **goals** understood by all **participants** , 2. **goals** accomplished in small steps, 3. **models** /standards, 4. performance **measures** , 5. feedback, 6. praise and recognition, 7. rewards based on performance, 8. rules, procedures, and ...

17/3,K/155 (Item 155 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00294056 85-34490

Measurement of White Collar Productivity

Schroeder, Roger G.; Anderson, John C.; Scudder, Gary D.

International Journal of Operations & Production Management v5n2 PP: 25-34 1985

ISSN: 0144-3577 JRNL CODE: IJO

...ABSTRACT: self-development, 2. performance appraisal, salary, and promotion, and 3. feedback, communication, and work direction. **Measurement** should be taken to the lowest level where meaningful **measurements** can be **related** to organizational **goals** . Almost all **participants** stressed that **measurement** should recognize the hierarchy of goals and activities in organizations. A central idea of the discussions was that white-collar workers should be involved in deciding how to **measure** their own jobs. The groups also identified 8 **characteristics** of a good **measurement system** .

17/3,K/156 (Item 156 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00266633 85-07066

Improving Marketing Channel Control Through Power and Exchange

Lederhaus, Mary Ann

Journal of the Academy of Marketing Science v12n3 PP: 18-34 Summer 1984

ISSN: 0092-0703 JRNL CODE: AMK

...ABSTRACT: marketing channels is vital to marketing planning. The flow of power and exchange in distribution **systems** has received extensive attention in the literature recently. However, the internal structuring patterns bringing about...

... phenomena exist by making an analysis of the flow of power through the use of **behavioral systems** theory. Dependency **relations** , sources of power, division of labor, and conflict are discussed. An initial conceptualization of a social **systems model** is presented. Dependency **relationships** breed sources of power and conflict in the quest for: 1. cooperative **relationships** among **members** , 2. attainment of **objectives** , and 3. differentiation of function. The amount of power controlled by the producer varies inversely...

17/3,K/157 (Item 157 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00263951 85-04384

Life Status Changes and Changes in Consumer Preferences and Satisfaction

Andreasen, Alan R.

Journal of Consumer Research v11n3 PP: 784-794 Dec 1984

ISSN: 0093-5301 JRNL CODE: JCR

ABSTRACT: An attempt is made to **identify objective** , general **characteristics** of **consumers** that set them apart from the similar consumers as more likely to change their consumer...

... proportional to the amount and type of status change the unit has recently undergone. The **model** is empirically tested using bivariate and multiple equation analyses of cross-sectional data for one metropolitan area. Strong support for the **model** was found. Households undergoing status change are likely to be undergoing spontaneous changes in brand...

17/3,K/158 (Item 158 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00232344 84-10905

Capturing Supervisor Rating Policies: A Way to Improve Performance Appraisal Effectiveness

Hobson, Charles J.; Gibson, Frederick W.

Personnel Administrator v29n3 PP: 59-68 Mar 1984

ISSN: 0031-5729 JRNL CODE: PAD

ABSTRACT: Among the many obstacles to the effective functioning of a performance appraisal **system** are: 1. the inability of supervisors to efficiently and dependably link data regarding a variety...

... rated. The term policy capturing (POLYCAP) refers to a group of techniques used to describe **objectively individual** decision-making **behavior** . POLYCAP involves: 1. job analysis, 2. development of rating scales, 3. **determination** of the significance attached by the supervisor to each of the dimensions of performance, and...

17/3,K/159 (Item 159 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00220226 83-31787

An Estimate of Variance Due to Traits in Leadership

Kenny, David A.; Zaccaro, Stephen J.

Journal of Applied Psychology v68n4 PP: 678-685 Nov 1983

ISSN: 0021-9010 JRNL CODE: JAP

...ABSTRACT: revealed that leadership emergence varied across groups, suggesting that it is not a stable personality **trait** . A re-analysis of Barnlund's data using the Social **Relations Model** of Kenny (1981) indicates that leadership variance across groups was a function of some stable...

17/3,K/160 (Item 160 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00208585 83-20146

The Impact of Goal Change on Prominent Perceptions and Behaviors of Employees

Abelson, Michael A.
Journal of Management v9n1 PP: 65-79 Spring/Summer 1983
ISSN: 0149-2063 JRNL CODE: JOM

ABSTRACT: The influence of **goal** change on **individual** perceptions and **behavioral** outcomes of individuals within organizations is examined. Hypothesized **relationships** include: 1. Goal diversion and goal displacement are inversely related to worker satisfaction. 2. Goal...

... satisfaction. Goal displacement is found to be significantly related to satisfaction and organizational commitment. The **model** that posits actual paths from goal change to satisfaction and organizational commitment and then to...

17/3,K/161 (Item 161 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00202710 83-14271

Implementation Exchange: The Implementation Profile

Schultz, Randall L.; Slevin, Dennis P.
Interfaces v13n1 PP: 87-92 Feb 1983
ISSN: 0092-2102 JRNL CODE: TIM

...ABSTRACT: managerial performance, 3. user-designer interaction, 4. goal congruence, 5. organizational change resulting from the **system** or project, 6. **system** format, 7. **system** quality, 8. cost-benefit justification, 9. implementation strategy, 10. implementation resources, 11. user- **system** decision style fit, and 12. environmental events. The implementation profile may be used by researchers to compare successful and unsuccessful MSR project implementations, to **determine** the most significant implementation factors, and to assess implementation variations by project type and organizational **characteristics**. Consultants can use the profile to improve client awareness of implementation problems and to formulate...

17/3,K/162 (Item 162 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00189346 83-00907

Assessing the Productivity of a State Mental Health Service System

Arrington, Susan; Biskin, Donald S.
Public Productivity Review v6n3 PP: 192-205 Sep 1982
ISSN: 0361-6681 JRNL CODE: PBP

...ABSTRACT: consensus on the variables that distinguish illness from health is acute in the mental health **system**. The **measurement** concern in assessing equity is that of **measuring characteristics** of clients and possible clients so that resources can be allocated to these clients in...

... at a Virginia mental retardation residential training center have developed contracts that specify, for each **client** , **objective** and **measurable** expectations for the admitting agency or professional.

17/3,K/163 (Item 163 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00185068 82-26629

A Working Model of Behavior

Harvey, Frederick W.

Supervisory Management v27n10 PP: 16-20 Oct 1982

ISSN: 0039-5919 JRNL CODE: SPM

...ABSTRACT: objectives and which are not. Performance is tied to behavioral patterns. This analysis offers a **model** intended to guide supervisors in recognizing individual potential and handling each employee to everyone's best advantage. The **model** has 2 sides, representing 'pressure-driven' and 'purpose-driven' behaviors; there are active and passive...

... or minimize pain of any situation. Supervising predominantly pressure-driven people requires strong controls and **measurement** of results. Purpose-driven **behavior** is guided by a **person's goals** of personal success, which the individual realizes are intertwined with the success of the organization...

17/3,K/164 (Item 164 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00134047 81-03818

The Pros and Cons of an MBO Program

Weitzul, James B.

Best's Review (Life/Health) v81n9 PP: 72 Jan 1981

ISSN: 0005-9706 JRNL CODE: BIH

ABSTRACT: Management by Objectives (MBO) programs are designed to be 'results oriented' appraisal **systems** to evaluate the performance of individual employees as well as units and divisions of an...

...his tasks, 3. improving feedback, and 4. removing personalities from the performance evaluation by emphasizing **measurable characteristics**. However, the MBO program may include these disadvantages: 1. The ideal of mutual goal setting...

17/3,K/165 (Item 165 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00128000 80-22052

Towards Indices of Real Estate Value and Return

Hoag, James W.

Journal of Finance v35n2 PP: 569-580 May 1980

ISSN: 0022-1082 JRNL CODE: JFI

...ABSTRACT: as business inventories, location, and construction costs; 3. transaction price; and 4. cashflow. The valuation **model** which is developed from these weighted characteristics can then be used to make an objective valuation of property. The specific variables or characteristics in a **model** will depend upon the type of property. Establishing the weighting factors for the variables will be based on an analysis of historical information. A **model** was developed for industrial properties with these key variables: 1. income and expenses, 2. capital, 3. improvements, 4. the volume of sales of industrial property, and 5. the **measured** capitalization rate on regional properties. This technique has proven useful in evaluating realized returns on **individual** properties on an **objective** basis. ...

17/3,K/166 (Item 166 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00119217 80-13168

Toward a Theory of Segmentation by Objectives in Social Marketing

Fine, Seymour H.

Journal of Consumer Research v7n1 PP: 1-13 Jun 1980

ISSN: 0093-5301 JRNL CODE: JCR

...ABSTRACT: 2. educative aspects of nutrition-the strengthening of nutrition programs through awareness of food/health **relationships** and through the spread of information about particular foods. Two **buyer characteristics**, **objectives** and strategies, are researched as possible criteria in market segmentation, and a method is suggested for inferring them from behavior. A decision-rule **model** and a decision-process **model** are designated. Data gathered from a nutrition survey in India were used for empirical explanation...

17/3,K/167 (Item 167 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00114558 80-08458

Performance Pay-Will It Work?

Stimson, Richard A.

Defense Management Journal v15n4 PP: 23-27 Jul/Aug 1979

ISSN: 0041-7599 JRNL CODE: DMJ

...ABSTRACT: unbiased process that measures performance accurately. This will require much improvement in the present appraisal **system**, especially in the area of rating inflation. An effective appraisal **system** must have performance orientation and mutual goal setting, and it must be easily understood. Appraisal **systems** that meet such criteria can be classified as behavior-based, with performance in terms of...

... objectives philosophy and the objective-setting process is at the core of the performance-based **system**. Problems with this method include defining objectives with clarity and precision, and **relating individual objectives** to divisional and agency objectives. The most frequent criticism involves excessive paperwork and the difficulty...

17/3,K/168 (Item 168 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00110977 80-04856

Capacity Planning: Predicting Your Future Computer Needs

Anonymous

Computer Decisions v12n2 PP: 64-70 Feb 1980

ISSN: 0010-4558 JRNL CODE: COM

...ABSTRACT: developing a capacity planning methodology which encompasses more than simply collecting performance data, constructing a **model**, and predicting on the basis of the **model**. The **user** service **objective** rather than resource utilization should **determine** a **system**'s capacity limits. Organizations should monitor capacity on an ongoing basis, not just when there...

...costs do not mean decreasing installation costs unless there is capacity planning. Interactive and distributed **systems** are more difficult to measure than batch environments. The most common error is not to...

... make adequate predictions for reasonable points in the future. Without workload characterization adequately describing a **system**, good capacity planning can not be accomplished.

17/3,K/169 (Item 169 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00101645 79-16687

User Attitudes and Management Information System Use

Robey, Daniel

Academy of Management Journal v22n3 PP: 527-538 Sept. 1979

ISSN: 0001-4273 JRNL CODE: AMA

ABSTRACT: A recent study of the use of a computer based information **system** by an industrial sales force in handling **customer** accounts sought to **objectively** **relate** use to the attitudes of the users. The attitudes most strongly **related** to use were found to be those **relating** use to performance, **goals**, support, **client** /researcher and urgency. While attitudes **correlated** greatly with use of the **system**, they were not as important in making judgments as to the perceived worth of the **system**. A **model** based upon the expectancy theory of motivation that tries to explain human **behavior** in terms of making rational choices was also developed. **System** use is **determined** by the value of rewards received by performance, by whether rewards are the outshoot of...

17/3,K/170 (Item 170 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00073913 78-08244

The Effects of Power Properties on Conflict Resolution

Twomey, Daniel F.

Academy of Management Review v3n1 PP: 144-150 January 1978

JRNL CODE: AMR

...ABSTRACT: force another individual into accepting a secondary alternative which would result in a loss. A **model** has been developed to assist in resolving conflict. The first step is to analyze different

behavioral states, combinations of the above 2 factors, to determine an individual's possible techniques for asserting authority. Second, a conflict resolution mode is defined, such as conformity or suppression, based on the identified behavioral state. This model allows positive action to reduce conflict. Figures. ...

17/3,K/171 (Item 171 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00065224 77-17649

MACROMARKETING

BARTELS, ROBERT; JENKINS, ROGER L.
JOURNAL OF MARKETING V41 N4 PP: 17-20 OCT. 1977
ISSN: 0022-2429 JRNL CODE: JMK

...ABSTRACT: ORGANIZATIONAL UNIT AND MANAGEMENT FUNCTION. MICROMARKETING AND MACROMARKETING SHOULD BE REDEFINED IN TERMS OF 4 **CHARACTERISTICS** - 1. DATA, WITH MICROMARKETING ADDRESSING DATA **RELATED** TO INDIVIDUAL FIRMS AND MACROMARKETING ADDRESSING OVERALL DATA OF THE MARKETING **SYSTEM**, 2. THEORY, WITH MICROMARKETING ADDRESSING THE THEORY OF INDIVIDUAL FIRMS AND MACROMARKETING ADDRESSING THE THEORY OF THE GENERAL MARKET, 3. **MODELS**, WITH MICROMARKETING ADDRESSING HOW MARKETING SHOULD BEST BE CONDUCTED TO MEET THE OBJECTIVES OF INDIVIDUAL...

17/3,K/172 (Item 172 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00064801 77-17218

THE DATA BASE CONCEPT

CERULLO, MICHAEL J.
MANAGEMENT ACCOUNTING V59 N5 PP: 43-47 NOVEMBER 1977
ISSN: 0025-1690 JRNL CODE: NAA

ABSTRACT: THE FOUNDATION OF ANY MANAGEMENT-INFORMATION- **SYSTEM** IS THE DATA-BASE **SYSTEM** IN WHICH THE COMPANY'S DATA AND INFORMATION RESIDE. THE ACCOUNTANT'S MAJOR ROLE IS IN DEFINING THE DATA BASE. HE WILL NEED TO KNOW WHO ITS **USERS** ARE, THE **USERS** ' **OBJECTIVES** IN **RELATION** TO ORGANIZATIONAL OBJECTIVES, THE DECISIONS MADE BY THE USERS, AND THE INFORMATION THEY NEED TO...

17/3,K/173 (Item 173 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00042699 76-08512

EXISTENTIALISM IN PERSONNEL MANAGEMENT

HUGHES, CHARLES L.
PERSONNEL ADMINISTRATOR V21 N5 PP: 11-15 JULY 1976
ISSN: 0031-5729 JRNL CODE: PAD

ABSTRACT: MANY PERSONNEL PROGRAMS FAIL TO RECOGNIZE THAT EMPLOYEES ARE INDIVIDUALS, WITH DIFFERENT VALUE **SYSTEMS**. THE WORKFORCE HAS BEEN INCREASED BY THE AFFLUENT AND WELL-EDUCATED AND THE POOR AND UNDER-EDUCATED. PERSONNEL PROGRAMS MUST BECOME MORE FLEXIBLE. MEANINGFUL WORK IS **RELATIVE** TO EACH **INDIVIDUAL**. MOST ORGANIZATIONAL **GOALS** ARE

DETERMINED BY MANAGERS. THE INCOMPATIBILITY WITH WORKERS TENDS TO BREED COUNTERPRODUCTIVE EMPLOYEE **BEHAVIOR** . NOW IS THE TIME FOR A MULTIDIMENSIONAL, PLURALISTIC APPROACH TO EMPLOYEES' VALUE **SYSTEMS** . A NEW LAW IS 'IF IT FEELS GOOD TO YOU AS A PERSONNEL MANAGER, DON...

... VALUES AND WORK CONTENT MATCH. MANAGERS CAN BE EDUCATED TO UNDERSTAND AND ACCEPT VARYING VALUE **SYSTEMS** . COMMUNICATION TECHNIQUES AND PAY AND BENEFIT PROGRAMS HAVE BEEN DEvised TO CONFORM TO ALL VALUE **SYSTEMS** .

17/3,K/174 (Item 174 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00039088 76-04888

A NEW CONCEPTUALIZATION OF SOURCE OF ORGANIZATIONAL CLIMATE

JOHNSTON, H. RUSSELL

ADMINISTRATIVE SCIENCE QUARTERLY V21 N1 PP: 95-103 MARCH 1976

ISSN: 0001-8392 JRNL CODE: ASQ

...ABSTRACT: THE CLIMATE EXPERIENCED BY FIRST-GENERATION MEMBERS WAS FLEXIBLE, STRONGLY ORIENTED TOWARD INDIVIDUALITY AND INTERPERSONAL **RELATIONSHIPS** , NONAUTHORITARIAN, AND GENERALLY CONCERNED WITH INTEGRATION OF **INDIVIDUAL** AND ORGANIZATIONAL **GOALS** , THAT IS A HIGHLY ORGANIC-ADAPTIVE TASK ENVIRONMENT. THE SECOND-GENERATION MEMBERS PERCEIVED CLIMATE THAT WAS MORE RIGID AND PROCEDURAL, HAD A MORE HIERARCHICALLY BASED INFLUENCE AND AUTHORITY **SYSTEM** , WAS MORE IMPERSONAL, AND PLACED GREATER EMPHASIS ON ORGANIZATIONAL GOALS.

17/3,K/175 (Item 175 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00022483 75-00829

BUYER PERFORMANCE EVALUATION - MAJOR CONSIDERATIONS

MONCAKA, ROBERT M.

JOURNAL OF PURCHASING & MATERIALS MANAGEMENT V10 N4 PP: 51-60 NOV. 1974

ISSN: 0020-4030 JRNL CODE: JPR

ABSTRACT: THIS STUDY SUGGESTS THAT FIRMS DEVELOPING BUYER EVALUATION **SYSTEMS** IN PURCHASING/MATERIALS MANAGEMENT DEPARTMENTS INCREASINGLY WILL UTILIZE THE MANAGEMENT-BY-OBJECTIVES APPROACH BECAUSE IT...

... OF PRIME IMPORTANCE, REQUIRES A CONCISE DEFINITION OF WHAT IS EXPECTED, AND IS PERCEIVED BY **BUYERS** AS AN **OBJECTIVE** AND REASONABLY-FAIR WAY TO EVALUATE PERFORMANCE. ACTIVITY **TRAITS** AND WORK **MEASUREMENT** APPROACHES TO BUYER EVALUATION WILL BE USED LESS FREQUENTLY. SEVERAL DIFFERENT PERFORMANCE **MEASURES** ESTABLISHED BY FIRMS USING MBO IN PURCHASING/MATERIALS DEPARTMENTS HAVE BEEN LISTED. SINCE FUTURE BUYER EVALUATION **SYSTEMS** WILL BE RESULTS ORIENTED, PURCHASING/MATERIALS MANAGERS MUST BE KNOWLEDGEABLE REGARDING MBO AND ITS APPLICATION...

17/3,K/176 (Item 176 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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00009362 73-03936

THE GROUP CONSTRUCT - A MODEL FOR OD INTERVENTIONS

WESSMAN, FRED
PERSONNEL V50 N5 PP: 19-29 SEPT - OCT,73
ISSN: 0031-5702 JRNL CODE: PER

ABSTRACT: ORGANIZATION-DEVELOPMENT THEORY IS BASED ON THE ASSUMPTION THAT A WORK GROUP IS AN ORGANIC **SYSTEM** . ORGANIC **SYSTEMS** HAVE A DYNAMIC QUALITY, THE CAPABILITY FOR SELF-DIRECTION, GROWTH, AND THE SATISFACTION OF MULTIPLE **GOALS** , BOTH CORPORATE AND **INDIVIDUAL** . WORK GROUPS AS ORGANIC **SYSTEMS** HAVE THESE **CHARACTERISTICS** - EMPHASIS ON **RELATIONSHIPS** BETWEEN AND WITHIN GROUPS, MUTUAL CONFIDENCE AND TRUST, INTERDEPENDENCE, AND SHARED RESPONSIBILITY, MULTIGROUP MEMBERSHIPS AND...

... RESOLUTION THROUGH BARGAINING OR PROBLEM SOLVING. THE OD EFFORT IS CONCERNED WITH TWO DIFFERENT BUT **RELATED** OUTCOMES, INCREASED PRODUCTIVITY AND EFFICIENCY AS **MEASURED** BY THE ACHIEVEMENT OF **INDIVIDUAL** AND TEAM **GOALS** , AND CONGRUENCE, A WIDER SHARING OF INDIVIDUAL PERCEPTIONS, FEELINGS, AND VALUES IN THE CONTENT OF...

17/3,K/177 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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10041288 Supplier Number: 65307154 (USE FORMAT 7 FOR FULLTEXT)
Proactive Behavior in Organizations.
Crant, J. Michael
Journal of Management, v26, n3, p435
May-June, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Refereed; Trade
Word Count: 14291

... had set. Research has already established that one element of self-confidence, self-efficacy, is **related** to proactive **behaviors** (Jones, 1986; Parker, 1998; Speier & Frese, 1997). Proactive **behavior** can itself stem from an array of goals, such as preventing a problem, fitting in with a particular organizational culture, or creating desirable impressions. Including goals in a **model** of the proactive behavior process captures this complexity by specifying a mechanism by which individuals...

17/3,K/178 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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08002846 Supplier Number: 64456528 (USE FORMAT 7 FOR FULLTEXT)
Trust is the key to positive change.
Engineer's Digest, v28, n2, p8
Feb, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 530

... that every employee must know the goals of the company, and that employees' knowledge of **measurement systems** for those goals changes **behavior** in the workplace. He is convinced that employees have to 1) work as a team...

17/3,K/179 (Item 3 from file: 16)

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07983573 Supplier Number: 62003648 (USE FORMAT 7 FOR FULLTEXT)

Driving Ahead of the INFORMATION CURVE.

Target Marketing, v23, n4, p22

April, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1100

... An organization compiles a tremendous amount of data on historical customer transactions and that includes **behavior** data, purchase transactions, previous-usage data and other types of sales and services-**related** transactional data. In addition, there is also external information about the customer's lifestyle, demographics, as well as survey data. There is same **correlation** between the previous kind of historical **behavior** of these customers and future **behaviors** so you can utilize this data to formulate **models** that help predict a customer's profile.

Marketers' goals typically include increasing sales, for example...

17/3,K/180 (Item 4 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

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07521160 Supplier Number: 63041115 (USE FORMAT 7 FOR FULLTEXT)

Demand for Custom Service Raising the Bar for Web Sites.(Internet banking sites)

Toonkel, By Jessica

American Banker, v165, n125, p6A

June 29, 2000

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 1815

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...services that correspond to known interests. By asking questions and gauging customer inquiries, Wingspan can **identify traits** of different types of consumers. For example, if it becomes clear that there is one... with transaction history, and combine it with third-party marketing data. With most banks' database **systems** running on a variety of mainframes, this integration process has been huge, Mr. Thompson said...

17/3,K/181 (Item 5 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2003 The Gale Group. All rts. reserv.

06716006 Supplier Number: 56212927 (USE FORMAT 7 FOR FULLTEXT)

Raising relationships.(Using Predictive Modeling to Connect with Customers)(customer service in the banking industry)(part 2)

Johnson, John R.

Bank Marketing, v31, n6, p30(7)

June, 1999

Language: English Record Type: Fulltext Abstract

Document Type: Magazine/Journal; Trade

Word Count: 3301

... a relatively inexpensive source makes good business sense.
Banks and other industries soon adopted formal models of customer-
behavior to **determine** which products their customers were most likely
interested and, thus, which products the bank should...

17/3,K/182 (Item 6 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
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06331305 Supplier Number: 54606035 (USE FORMAT 7 FOR FULLTEXT)
**PowerPC Architecture Gets Makeover : "Book E" Adds New Features for
Embedded Market. (IBM, Motorola) (Company Business and Marketing)**
Diefendorff, Keith
Microprocessor Report, v13, n6, pNA
May 10, 1999
Language: English Record Type: Fulltext
Document Type: Newsletter; Refereed; Trade
Word Count: 2911

(USE FORMAT 7 FOR FULLTEXT)
TEXT:

...for 64-bit addressing is well recognized to be just around the corner
for computer **systems** , it is generally regarded as over the horizon for
embedded **systems** . Motorola architect Pete Wilson, however, says that
64-bit addressing was the primary impetus for...

...of memory just to hold the tables for tracking data in a terabyte-sized
storage **system** . Large switches, already using 1G of memory, will exceed
4G within a couple of years...

...hashed-page-table (a type of inverted-page-table) translation to a
physical address. The **system** has many technical advantages, such as
simple data sharing and small page tables (their size...

...to physical memory, not the virtual-address space as with traditional
page tables). For embedded **systems** , however, this scheme is too complex,
especially for 64-bit machines, which require a segment...from user mode,
it can be changed without violating application-level compatibility.
Changes affect operating **system** code, but most modern kernel-based OSs
are modular enough to accommodate the changes. Even...

...simple address-swizzle form of little-endian could be accommodated. This
method, adequate for homogeneous **systems** , is cumbersome in heterogeneous
systems . Thus, Book E adopts true little-endian ordering, implemented by
byte swapping. Although this change violates the **objective** of strict
user -mode compatibility, in practice the change should be **relatively**
benign. The difference between address swizzling and byte swapping is often
undetectable by programs, and few customers are using the feature anyway.
Book E preserves PowerPC's weak-memory-ordering **model** , adding a couple of
new memory-barrier instructions to reduce the overhead of the software
locks and semaphores that are important in multiprocessor **systems** and
multithreaded environments like Java. The original PowerPC actually
provides stronger synchronization than is needed...

...which interrupts must be disabled can exceed the response-time
requirements of some real-time **systems** . To correct this shortcoming, Book
E defines a "critical" interrupt level that can be taken...

...and watchdog-timer events. Other changes further increase the power and
flexibility of the interrupt **system** to take on embedded- **system** duty.

Interrupt vectors, for example, were previously hardwired to fixed addresses in physical memory, but...

...clear the problem and reset the watchdog, the next watchdog event will force an unmaskable **system** reset. To assure ...the processor, the watchdog is unstoppable: once enabled, it can be disabled only by a **system** reset. Book E also defines an extensive set of on-chip debug facilities, including breakpoint...

17/3,K/183 (Item 7 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

06029232 Supplier Number: 53461796 (USE FORMAT 7 FOR FULLTEXT)
Branding tactics offer upper hand in cut-throat markets.
Ma, Andrew; Barton, Doug
Electric Light & Power, v76, n11, p15(1)
Nov, 1998
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 2465

... business.

Habitual customers often yield the best return on equity. If higher profits are the **goal**, then a **customer relationship management system** must serve to gather, track and improve the process of interacting with customers. The enterprise...

17/3,K/184 (Item 8 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

05089015 Supplier Number: 47470764 (USE FORMAT 7 FOR FULLTEXT)
NCR CORP ADVOCATES A BRAND NEW AGE OF INFORMATION
McGinn, Janice
Computergram International, n3183, pN/A
June 17, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 1125

... staff time and other overheads. Leveraging the existing base by drawing detailed customer profiles and **identifying** purchasing patterns and **behaviour**, is an efficient and targeted marketing **model**. Numerous surveys show that over 70% of dissatisfied customers don't complain. The upshot is...

...decade. Rapid production and development techniques will see a 50% increase in variety of available **models**. The drive and urgency behind this investment is Toyota's recognition of the consumer revolution. The **model** of continuous improvement perfected by the Japanese is inadequate. Small, incremental gains can't keep...

17/3,K/185 (Item 9 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

03158720 Supplier Number: 44314794 (USE FORMAT 7 FOR FULLTEXT)

Ibbotson expansion plans

Pensions & Investments, p21

Dec 27, 1993

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 151

... same asset allocation selection process on a customized basis to help defined contribution plan sponsors **determine model** portfolios and to select managers to meet those portfolio **objectives**.

For **participants**, Ibbotson has developed a self-scoring worksheet to help **identify risk characteristics** and make appropriate asset allocations to investment options available in their 401(k). Ibbotson is...

17/3,K/186 (Item 10 from file: 16)

DIALOG(R)File 16:Gale Group PROMT(R)

(c) 2003 The Gale Group. All rts. reserv.

01797061 Supplier Number: 42262069 (USE FORMAT 7 FOR FULLTEXT)

BENCHMARKETING: PUMPING UP THE IRON

VARbusiness, p49

August, 1991

Language: English Record Type: Fulltext

Document Type: Magazine/Journal; Trade

Word Count: 2631

... office based in Ottawa, has used AIM benchmarks in specifying several large procurements of Unix **systems**. Bruce McGregor, a senior software analyst, says the numbers are "useful in **identifying** performance **characteristics** and requirements for our Unix **systems**, and in making sure the responding vendors meet those requirements."

Another AIM client, GTE Telephone...

17/3,K/187 (Item 1 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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14366110 SUPPLIER NUMBER: 80726547 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The evolution of customer relationship management: From a market of millions to a million markets of one. (Brief Article)

Fusaro, Lucy

Canadian Manager, 24, 4, 18(2)

Winter, 1999

DOCUMENT TYPE: Brief Article

ISSN: 0045-5156

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 926 LINE COUNT: 00078

... treat different customers differently.

The goal in CRM is to evolve from a mass marketing **model**, which was spurred on by a product-centric marketing structure, to dealing with each customer...

...new way of thinking for many companies with thousands, even millions, of customers. Managing customer **relationships** successfully means learning about the **habits** and needs of your customers, anticipating future buying patterns, and finding new opportunities to add...

17/3,K/188 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

12357576 SUPPLIER NUMBER: 62280270 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Does economics have a broad enough subject matter?
Kiesling, Herbert
Journal of Socio-Economics, 28, 6, 653
Nov, 1999
ISSN: 1053-5357 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 5583 LINE COUNT: 00446

... But unlike individual goods, and important as part of collective goods dem and (and the **individual goals** it is based on) is other-regarding **behavior** towards other than close **relatives** . Human beings are altricial animals. Human needs and goals are typically formulated on behalf of...

...often falls inside of our own narrow self interest. Frank (1988) speaks of the "commitment" **model** of human motivation--the

17/3,K/189 (Item 3 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

12278502 SUPPLIER NUMBER: 62828569 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Academic Programs in Information Design: The Bentley College Approach.
GRIBBONS, WILLIAM
Technical Communication, 47, 2, 169
May, 2000
ISSN: 0049-3155 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 664 LINE COUNT: 00060

... book design.

The focus of Bentley's information design programs is the user, addressing universal **behaviors** (human factors) and task- **related behaviors** (goal-driven needs). Building on this foundation of user needs, the curriculum discourages students from...

...the past, professional communicators have rushed to design external information products (books, illustrations, online help **systems** , and the like) to support the information requirements of a **system** . In fact many professionals in the field define themselves by this ability. Information design, as...

...include the previously listed information products. Increasingly, however, solutions are found much deeper in the **system** design, a concept we call knowledge-inf used design.

The concept of knowledge-infused design...

17/3,K/190 (Item 4 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

12171905 SUPPLIER NUMBER: 62162645 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Comparing Consumer-directed and Agency Models for Providing Supportive Services at Home.

Benjamin, A. E.; Matthias, Ruth; Franke, Todd M.
Health Services Research, 35, 1, 351
April, 2000

ISSN: 0017-9124 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 5388 LINE COUNT: 00570

... these issues, we conducted a study of clients who receive personal assistance services under two **models** : agency-based and consumer directed. Our principal objective was to understand whether the way services...

...and if so, to determine how. In addition, we sought to understand whether (1) the **relationship** of the provider to the client, (2) recipient **characteristics** (age, gender, ethnicity, education, work status, income, ...need for paramedical help, and cognitive status) accounted for any differences in recipient outcomes across **models** .

The study setting was the In-Home Supportive Services (IHSS) program in California, funded primarily...

17/3,K/191 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

12130149 SUPPLIER NUMBER: 59735208 (USE FORMAT 7 OR 9 FOR FULL TEXT)
System-wide economic community in capital-based market systems.
Zucker, Ross
Journal of Socio-Economics, 28, 5, 555
Sept, 1999
ISSN: 1053-5357 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 12038 LINE COUNT: 00974

... labor in capital's wealth production processes.

Economists often note common interest in the economic **system** , but the form they see does not lead them to affirm the existence of community ...

...someone. The classical and neoclassical interpretations may be partially true. But the common interest, a **system** of wealth, also arises from individuals pursuing goals with significant commonality, that is, the goal of obtaining a portion of wealth through participation in a **system** of capital-based economic **relations** . Seeking goals with th is commonality leads labor and capital owners into **behaviors** that promote the social interest, that is, the preservation and expansion of capital. Thus, commonalities...

17/3,K/192 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11776005 SUPPLIER NUMBER: 58252789 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Creating Effective Performance Appraisals.
Longenecker, Clinton O.; Fink, Laurence S.
Industrial Management, 41, 5, 18
Sept, 1999
ISSN: 0019-8471 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 2721 LINE COUNT: 00260

... which can severely compromise the effectiveness of the system.
Lesson 2: Employee/manager involvement in **systems** design is

critical. Effective appraisal **systems** include input from managers and employees about appraisal practices and the criteria used to evaluate performance. Involvement of employees at all levels facilitates acceptance of the **system** and increases cooperation. When employees are allowed to participate in the design of the appraisal **system**, their sense of ownership increases. Attempts to save time by bypassing employee and manager input can short-circuit ownership of the **system**, lower the **system**'s credibility, produce a **system** that does not meet staff's needs, damage the perceived connection between pay and performance, and lose the performance-enhancing effects of employees' commitment to organizational **goals**.

Lesson 3: Develop **user**-friendly procedures and job **related** forms. Effective appraisal **systems** need forms that are simple and easy to understand. Performance criteria, rating procedures, and feedback...

...in measurement of important activities performed within a job function decrease the effectiveness of the **system**. Forms should be designed to aid communication between managers and employees about behaviors, work processes...

17/3,K/193 (Item 7 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11765833 SUPPLIER NUMBER: 57590755 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The Joint Relationship of Conscientiousness and Ability with Performance:

Test of the Interaction Hypothesis.

Mount, Michael K.; Barrick, Murray R.; Strauss, J. Perkins

Journal of Management, 25, 5, 707

Sept, 1999

ISSN: 0149-2063

LANGUAGE: English

RECORD TYPE: Fulltext

WORD COUNT: 6726 LINE COUNT: 00576

... combined additively, the summed score leads to even higher performance.

Most studies testing the interaction **model** have used a **measure** of personality as a proxy for **trait** motivation. Therefore, a critical assumption in testing this interaction is that the **measure** of personality used must be related to motivation. Of the Big Five personality measures, conscientiousness...

17/3,K/194 (Item 8 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

11754446 SUPPLIER NUMBER: 17586339 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Culture and high reliability organizations: the case of the nuclear submarine.

Bierly, Paul E., III; Spender, J.-C.

Journal of Management, v21, n4, p639(18)

Winter, 1995

ISSN: 0149-2063

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 9737 LINE COUNT: 00803

... mode of control was predominantly social or cultural. Control is established over the organizational actors' **system** of beliefs and perceptions rather than over either their behavior or output. The notion of clan assumes individuals are acculturated into a **system** of controls and

meanings. Ouchi argued that for this mode to persist, there needs to be a **relatively** high level of **goal** congruence among the **individuals**, a shared sense of duty to the collective purpose, and some shared general paradigm for...

17/3,K/195 (Item 9 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11586606 SUPPLIER NUMBER: 55503391 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Branch banking is not a dinosaur.(distribution services)
Mendonca, Lenny; Nakache, Patricia
McKinsey Quarterly, 1, 137(1)
Wntr, 1996
ISSN: 0047-5394 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3990 LINE COUNT: 00327

... is to turn today's "all things to all people" branch networks into highly differentiated **systems** for distributing multiple products. The foundation for creating such **systems** is superior insights into customer behavior. These can come in many forms, but at their...

...of different products, how these needs vary by customer type (including small businesses), current customer **behavior** (especially as it **relates** to channel usage), and customer profitability. It is this multifaceted understanding of customers that yields...

17/3,K/196 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11582696 SUPPLIER NUMBER: 55084169 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Contextuality and data collection methods: a framework and application to health service utilisation.
Hentschel, Jesko
Journal of Development Studies, 35, 4, 64(3)
April, 1999
ISSN: 0022-0388 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 13249 LINE COUNT: 01157

... World Bank (1994b) on Burkina Faso.

17. Health demand studies, assuming utility-maximising consumers, typically **model** the demand for a particular health service as dependent on the price of that service...

...to the nature of non-contextual surveys, the true quality as subjectively perceived by the **users** are replaced by ' **objectively measurable characteristics** of health care facilities' (Alderman and Lavy, 1996: 5) such as the number of medical...

17/3,K/197 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11016230 SUPPLIER NUMBER: 54574331 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The FERC-state dialogue on electric transmission: where we go from here.(Federal Energy Regulatory Commission)

Hebert, Curt L. Jr.; Rokach, Joshua Z.
Public Utilities Fortnightly (1994), 137, 9, 24(1)
May 1, 1999
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 4201 LINE COUNT: 00364

... similar program.

Performance-based rates have been successful in Mississippi as a result of specific **goals** that were negotiated **individually** with the utility. The state public service commission and the utility would **identify** conduct or **behavior** that could be influenced economically through performance-based rate design. The generation of such conduct...

...provide customers with benefits in rates, service or reliability. The FERC can use the same **model** using performance-based rates with incentives to properly structure conduct that empowers the utility to...

17/3,K/198 (Item 12 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10895722 SUPPLIER NUMBER: 54055586 (USE FORMAT 7 OR 9 FOR FULL TEXT)
update cb.
Children's Business, 14, 1, 11(1)
Jan, 1999
ISSN: 0884-2280 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 965 LINE COUNT: 00079

... veterans Gloria King and Janet Storm have formed Storm/King Communications to speciallize in public **relations**, licensing and special events. Key among their **objectives**: enhancing **clients'** visibility and image in the press, increasing consumer awareness of their products through promotional projects...

...in-store events.(212-684-0896) ... For the latest in consumer behavior analysis, National Decision **Systems** introduces Scarborough Profile Data, capable of targeting customers within a specific demographic and psychographic segment...

17/3,K/199 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10874943 SUPPLIER NUMBER: 54085519 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The logical and rhetorical construction of procedural discourse.
Farkas, David K.
Technical Communication, 46, 1, 42(1)
Feb, 1999
ISSN: 0049-3155 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 8646 LINE COUNT: 00697

... worth noting the progression from general to specific that we see in the streamlined-step **model**. This progression parallels the general-to-specific organization that characterizes many kinds of documents. The...

...of generality as the title. The infinitive subheading is more specific, though it is still **relatively** broad because it conveys the purpose of a

complete procedure. The variant **goals** expressed in **user** option steps are normally one more level down in specificity. Basic action steps and action...

17/3,K/200 (Item 14 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10165605 SUPPLIER NUMBER: 20205610 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A DEA model to evaluate car efficiency. (data envelopment analysis)
Papahristodoulou, Christos
Applied Economics, v29, n11, p1493(16)
Nov, 1997
ISSN: 0003-6846 LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 5893 LINE COUNT: 00488

... is that some of these factors (such as driving features, design, safety, reliance) are not **objectively measured**. A car **buyer** must rely either on car manufacturers who claim that their **models** are superior to their competitors, on professional car magazines, or just on the objective and **measurable characteristics**.

Although this study is normative, it is based on many **measurable** characteristics always used in car tests. Inevitably, the selected parameters cover a small part of...

17/3,K/201 (Item 15 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

09661175 SUPPLIER NUMBER: 19499033 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Towards a contemporary perspective of retail location.
Clarke, Ian; Bennison, David; Pal, John
International Journal of Retail & Distribution Management, v25, n2-3, p59(11)
Feb-March, 1997
ISSN: 0959-0552 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 7059 LINE COUNT: 00583

... p. 150).

Locational requirements of particular formats of store are only poorly specified in existing **models**, but this is a necessary pre-condition if retailers are to adopt a more strategic...

...specify other parts of the marketing mix. In an attempt to begin this process, the **model** used by CCN Marketing - described in Davies and Clarke (1994) - provides an example in which...

...Figure 2, which classifies shopping trips on the basis of two principal drivers. In this **model**, the principal **determinants** behind customer **behaviour**, at least in terms of where they shop for which product or service, is the...

...to compare goods and prices between different outlets. In the respective quadrants of this heuristic **model**, the principal motivating factor behind shopper behaviour is emphasized. In convenience shopping, proximity is important...

17/3,K/202 (Item 16 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

09431677 SUPPLIER NUMBER: 19227860 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Apolipoprotein E epsilon4 and the risk of dementia with stroke: a population-based investigation.

Slooter, Arjen J.C.; Tang, Ming-Xin; Duijn, Cornelia M. van; Stern, Yaakov; Ott, Alewijn; Bell, Karen; Breteler, Monique M.B.; Van Broeckhoven, Christine; Tatemichi, Thomas K.; Tycko, Benjamin; Hofman, Albert; Mayeux, Richard

JAMA, The Journal of the American Medical Association, v277, n10, p818(4)
March 12, 1997

ISSN: 0098-7484 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 3846 LINE COUNT: 00348

... study of the total population in a suburb, aged 55 years and older, including institutionalized **persons**. The **objective** was to investigate **determinants** of chronic disabling diseases of the cardiovascular and nervous **system**. (13) The cohort included 7983 subjects (response rate, 78%) who were examined from 1990 to...

...using a 3-phase design, as described elsewhere. (14) Diagnosis included an interview with a **relative**, neuropsychological testing, an examination by a **behavioral** neurologist, and a magnetic resonance imaging scan.

The Washington Heights study consisted of a random...

17/3,K/203 (Item 17 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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08954041 SUPPLIER NUMBER: 18632953 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Optimum management of a hierarchically exploited open access resource: a multilevel optimization approach.

Onal, Hayri

American Journal of Agricultural Economics, v78, n2, p448(12)

May, 1996

ISSN: 0002-9092 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 6732 LINE COUNT: 00597

TEXT:

...novel approach to this problem: multilevel optimization. The approach is illustrated with an example which **determines** optimum management strategies for the Texas brown shrimp fishery. The independent optimizing **behavior** of the subordinate decision makers who are constrained by the policies set by the management authority are explicitly incorporated. Consequently, the **model** more accurately reflects the decision-making hierarchy which is currently in place in the Texas...

17/3,K/204 (Item 18 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

08901458 SUPPLIER NUMBER: 18426746

Advertiser perceptions of fair compensation, confidentiality, and rapport. (includes appendices)

LaBahn, Douglas W.

Journal of Advertising Research, v36, n2, p28(11)

March-April, 1996

ISSN: 0021-8499

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 5503

LINE COUNT: 00471

... for data reduction, this paper examines whether these factors can be represented by a structural **model**. This **model** proposes interrelationships between factors in addition to examining the dimensionality of the underlying factors. Thus...

...OMITTED). Emphasis is placed on the consequences of work pattern (i.e., agency behaviors) on **relationship** factors (Wackman, Salmon, and Salmon, 1986).

Agency **Behaviors**. This study investigates a variety of agency **behaviors** that represent two general factors: cooperativeness and diligence. Agency cooperativeness is defined as the degree...

17/3,K/205 (Item 19 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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08866869 SUPPLIER NUMBER: 18400228

A multilevel, multiobjective policy model: the case of marine aquaculture development.

Sylvia, Gilbert; Anderson, James L.; Cai, Deqin

American Journal of Agricultural Economics, v78, n1, p79(10)

Feb, 1996

ISSN: 0002-9092

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 5791

LINE COUNT: 00491

... An additional problem has been the dearth of accessible and comprehensive methodologies.

Most economic-policy **models** are based on single-objective welfare functions (e.g., maximizing producer and consumer surplus). Coastal...

...process where policy objectives are diverse and noncomplementary. For this type of policy process, relevant **models** need to (a) incorporate alternative policy objectives important to the different bargaining groups; (b) capture relationships between the public and private sectors; (c) compare objectives which are not **measured** in the same units of value (e.g., producer and **consumer** surplus versus other **objectives** such as jobs, income, or environmental quality); and (d) include nonlinear and dynamic economic and...

17/3,K/206 (Item 20 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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08757904 SUPPLIER NUMBER: 18366689

(USE FORMAT 7 OR 9 FOR FULL TEXT)

Avoid obsolescence when buying PCs. (personal computers) (Office Systems & Products)

Purchasing, v120, n6, p86S20(1)

April 25, 1996

ISSN: 0033-4448

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 730

LINE COUNT: 00065

TEXT:

...key technologies. First step, advises Pat Stewart, director of procurement and asset management services, CompuComm **Systems**, Dallas,

Texas, is to **identify** work habits of **users** and business **objectives** of the organization. "Experience," he says, "shows that the most cost-effective PC purchasing strategy takes into account the need for managing diverse **systems**, standards, volume discounts, streamlined configuration, and lifecycle management."

17/3,K/207 (Item 21 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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08349904 SUPPLIER NUMBER: 17628736 (USE FORMAT 7 OR 9 FOR FULL TEXT)

A conflict of cultures: planning vs. tradition in public libraries. (organizational remodeling)

Raber, Douglas

RQ, v35, n1, p50(14)

Fall, 1995

ISSN: 0033-7072

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 9432 LINE COUNT: 00763

... especially clear in terms of the role of community analysis as it is used to **determine user** needs and library **goals**. See Charles R. McClure, Planning for Library Services: A Guide to Utilizing Planning Methods for...8; Charles R. McClure, "Integrating Performance Measures into the Planning Process: Moving Toward Decision Support **Systems**," in Curran and Summers, eds., Library Performance, 17-32; Ernest R. DeProspero, "The Evaluation Component..."

17/3,K/208 (Item 22 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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08207152 SUPPLIER NUMBER: 17629887

Service on which you can bank. (Strategies for Service Quality)

Journal of Services Marketing, v9, n3, p19(2)

Summer, 1995

ISSN: 0887-6045

LANGUAGE: English

RECORD TYPE: Abstract

ABSTRACT: Service in the banking sector comes in the form of good staff **behavior**. This was the gauge against which the Royal Bank of Scotland **measures** the fulfillment of its **goals**, such as retaining **customers**, gaining more repeat business and winning more business from competitors. In the International Service and...

...service-quality development manager Robert Crawford explained the operation of the bank's service-management **system**. It involves meeting the customer's needs, measurement of performance against standards set, and support...

17/3,K/209 (Item 23 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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08151718 SUPPLIER NUMBER: 17396149 (USE FORMAT 7 OR 9 FOR FULL TEXT)

From neuropathology to neurodevelopment. (Schizophrenia, part 2)

Weinberger, Daniel R.

Lancet, v346, n8974, p552(6)

August 26, 1995

ISSN: 0099-5355 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 4983 LINE COUNT: 00442

... development of patients long before they were ill suggest that the maturation of the neural **systems related** to such motor **behaviours** was at least delayed.

The second recent study on childhood neurofunctional development supports this assumption...

17/3,K/210 (Item 24 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

08128997 SUPPLIER NUMBER: 17406021 (USE FORMAT 7 OR 9 FOR FULL TEXT)

What's the point of point systems? (sales personnel)

Baczynski, Bernadette.

Potentials in Marketing, v28, n8, p10(2)

August, 1995

ISSN: 0032-5619 LANGUAGE: English RECORD TYPE: Fulltext

WORD COUNT: 1648 LINE COUNT: 00140

... your staffers to listen better. Do a gap analysis before you begin."

Unless the point **system** is extremely simple and short-term, companies need to bring in a performance company to...

...done. "Most businesses simply lack the resources to design, budget, promote and administer a point **system**, then **measure** its success," says Robbins.

Getting Started

The process of breaking down large corporate goals into **behaviors** that are rewarded with points begins with quantifying that goal: a general mission such as...

17/3,K/211 (Item 25 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

07742203 SUPPLIER NUMBER: 16640194 (USE FORMAT 7 OR 9 FOR FULL TEXT)

A field study of reactions to normative versus individualized upward feedback.

Smither, James W.; Wohlers, Arthur J.; London, Manuel

Group & Organization Management, v20, n1, p61(29)

March, 1995

ISSN: 1059-6011 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 10644 LINE COUNT: 00889

... context, Locke and Latham (1990) have argued that the act of introducing a formal feedback **system** into a work group may sometimes be sufficient to cause spontaneous goal setting. That is...

...is an unmistakable message that performance should be improved in those areas that are being **measured**. Lock and Latham also note that competitive (i.e., normative) feedback may, by itself, promote **goal** setting. Thus **individualized** feedback may not be necessary to promote goal setting and direct behavior change. On the...

17/3,K/212 (Item 26 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

07538336 SUPPLIER NUMBER: 16145041 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The structure of office workers' experience of organizational environments.
(includes appendix)

Donald, Ian
Journal of Occupational and Organizational Psychology, v67, n3, p241(18)
Sept, 1994
ISSN: 0963-1798 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 7095 LINE COUNT: 00582

... evaluation can also be seen as a model of environmental experience.
Referent of interaction
A **person** 's **goals** within a setting are **related** to different,
discrete aspects of that setting. In all published applications of Canter's
model of evaluation, th elements of the referent facet have consisted of
spacial, social and service...

17/3,K/213 (Item 27 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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07313940 SUPPLIER NUMBER: 15699385 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Information sources and retail buyer decision-making: the effect of
product-specific buying experience.

Kline, Barbara; Wagner, Janet
Journal of Retailing, v70, n1, p75(14)
Spring, 1994
ISSN: 0022-4359 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 5553 LINE COUNT: 00473

... purpose of our research was to explore the mix of information
sources used in retail **buyer** decision-making. Our **goals** were to
identify information sources that affect retail buying decisions, evaluate
their **relative** importance, and assess the effect of buying experience on
their use. We developed a mix...

...individual-subject analysis of variance. Our results should be useful to
scholars in developing a **model** of retail buyer behavior and to retailers
in facilitating the information acquisition of their buyers...

17/3,K/214 (Item 28 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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07295277 SUPPLIER NUMBER: 16074712 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Taming the performance-management monster. (In Practice)

Training & Development, v48, n6, p9(2)
June, 1994
ISSN: 1055-9760 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 482 LINE COUNT: 00042

...ABSTRACT: employees for a reorganization of the system, aligning the
performance management program with other organizational **goals** , ensuring
that **participants** receive adequate training, and **determining** the
system 's efficacy while searching for process improvements.

... management accountable for organization values and goals.

Ensure that all participants in the performance-management **system** receive the training they need to use the **system** effectively. Teach managers and employees to share responsibility, set objectives, **identify** key **behaviors**, and track and **measure** performance. Train managers in interpersonal and coaching skills.

Determine the **system**'s effectiveness and identify process improvements. Spot-check for the quality and timeliness of performance reviews. Establish a method for continuously monitoring the **system**'s effectiveness. Use the performance-management **system** itself to hold managers accountable for implementing and supporting the process.

Copies of the report...

17/3,K/215 (Item 29 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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07194884 SUPPLIER NUMBER: 15161270 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Break the cycle of violence. (workplace violence) (Cover Story)

Johnson, Dennis L.; Kiehlbauch, John B.; Kinney, Joseph A.

Security Management, v38, n2, p24(5)

Feb, 1994

DOCUMENT TYPE: Cover Story ISSN: 0145-9406 LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2897 LINE COUNT: 00243

... appreciate the feedback since it provides an opportunity for superior-subordinate dialogue regarding meaningful job-**related** behaviors.

When properly implemented in a progressive, nonpunitive manner, a **behavioral** observation **system** creates a win-win-win situation. Employees who have demonstrated significant behavioral changes win because...

...conducted by security. Fitness-for-duty. A dangerousness assessment which is a legally defensible process, **objectively determines** an **individual**'s imminent potential to cause harm to an identifiable target. It includes personal interviews, a...

17/3,K/216 (Item 30 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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06813479 SUPPLIER NUMBER: 14485689 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Managing.

Mobley, Michael; Payne, Tamara

Security Management, v37, n9, p35(5)

Sept, 1993

ISSN: 0145-9406 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 2836 LINE COUNT: 00232

... This increases the chances for dealing with resistance and avoiding backlash. While one trainer engages **participants**, the other can **objectively** assess the response and provide intervention as needed. Two facilitators can **model** effective **behavior related** to differences.

Create an open atmosphere. Make sure participants know it is okay to discuss...

17/3,K/217 (Item 31 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

06809811 SUPPLIER NUMBER: 14474463 (USE FORMAT 7 OR 9 FOR FULL TEXT)

An expectancy value analysis of the willingness to attend union meetings.

Flood, Patrick

Journal of Occupational and Organizational Psychology, v66, n3, p213(11)

Sept, 1993

ISSN: 0963-1798

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 3931

LINE COUNT: 00318

TEXT:

...of analysis at the individual level. A goal motive application of Klandermans' (1984a,b,c) **model** of union meeting attendance was tested on a sample of blue-collar union members using a range of attitudinal measures. The willingness to participate was found to be strongly **related** to both goal motives and role- **related characteristics**. The expectancy valence framework is shown to be relevant for procedural membership meetings. Pessimistic estimates...

17/3,K/218 (Item 32 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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06506486 SUPPLIER NUMBER: 14347103 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Brake design parameters for customer satisfaction.

Kowalski, Michael F.; Ebert, David G.

Automotive Engineering, v101, n6, p13(4)

June, 1993

ISSN: 0098-2571

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 3326

LINE COUNT: 00277

... characteristics, braking should be considered a function of the entire vehicle, not just the brake- **system** components. A valid brake-performance product characteristic should relate to overall performance of the vehicle...

...lateral torque imbalance when characterizing brake lead or pull. Correlation of subjective perception with objective **measurements** will be discussed.

All subjective customer voice statements should be **related** to product **characteristics** in an orderly manner. A matrix can be established, which directly **relates** subjective **customer** comments to **objective** product **characteristics**. All known customer voices should be included in this matrix, with care taken to relate...

17/3,K/219 (Item 33 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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06471359 SUPPLIER NUMBER: 13908423 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Antitrust analysis of technology joint ventures: allocative efficiency and

the rewards of innovation. (Symposium: Joint Ventures, Including

Strategic Alliances, to Develop Computer Technology)

Kattan, Joseph

Antitrust Law Journal, 61, n3, 937-973

Spring, 1993

ISSN: 0003-6056

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 18087 LINE COUNT: 01472

... 80386- or 80486-powered PC, with at least 50 times the speed of the 1982 **model**, and 4 megabytes or more of memory and a 100-megabyte or larger hard disk...

...appropriability. (40) See Jorde & Teece, *supra* note 10, at 81; William Baxter, The Definition and **Measurement** of Market Power in Industries **Characterized** by Rapidly Evolving and Changing Technologies, 53 Antitrust L.J. 717 (1984). (41) Id. See...

17/3,K/220 (Item 34 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

06222519 SUPPLIER NUMBER: 14111020 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Do we punish high income criminals too heavily?

Lott, John R., Jr.

Economic Inquiry, v30, n4, p583(26)

Oct, 1992

ISSN: 0095-2583

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 10481 LINE COUNT: 00833

... set up so that it measures the percentage change in a criminals actual legitimate earnings **relative** to the percentage change in legitimate earnings for a noncriminal who has the same observed **characteristics** as the criminal.(18) Using the endogenous variable which compares the percentage change in the...

...the criminals with the percentage change in criminals' legitimate income,(19) I estimated a regression **model** of the following form separately for embezzlement and fraud and for larceny and theft:
(2...

17/3,K/221 (Item 35 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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06141654 SUPPLIER NUMBER: 12745433 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Taste trials: making sensory panels work.

Mancini, Leticia

Food Engineering, v64, n9, p121(5)

Sept, 1992

ISSN: 0193-323X

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1991 LINE COUNT: 00161

... more than just product development, however. Finding the exact chemical components of fresh foods that **relate** to **consumer** acceptability is the **goal** of Brenda Lyon, research food technologist at the USDA's Russell Research Center in Athens, GA. Lyon favors Cville's Spectrum method combined with Compusense's **system** to collect descriptive data on flavor, juiciness, and texture of fruits, vegetables and poultry. She...

...procedures on the descriptive data, consumer responses and data from chemical and physical analyses to **measure** quality **characteristics**. Lyon notes that then panel and accompanying computerization saves up to six months on each **correlation** study.

In Dublin, CA at the NFPA's Western Research Laboratory, Christie Hoyer manages sensory...

17/3,K/222 (Item 36 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

05929877 SUPPLIER NUMBER: 13022555 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The effects of hospice coverage on Medicare expenditures.
Kidder, David
Health Services Research, v27, n2, p195(23)
June, 1992
ISSN: 0017-9124 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 7072 LINE COUNT: 00602

... family physicians. Research into hospice choice is thin and inconclusive, limited b reliance on proxy **measures** of attitudes and **behaviors** . For example, findings from a recent population-based study of cancer reported by Moinpour and...

...traditional care, have different types of cancer, have relatively strong informal supports, and come from **relatively** comfortable economic circumstances. However, without some understanding of how attitudes and philosophies of terminally ill **individuals** interact with **objective** health events, efforts to **model** hospice choice will always relegate critical influences (attitudes toward dying at home, for example) to...

17/3,K/223 (Item 37 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

05534033 SUPPLIER NUMBER: 11592081 (USE FORMAT 7 OR 9 FOR FULL TEXT)
An investigation of path-goal leadership theory in marketing channels.
Price, Retha A.
Journal of Retailing, v67, n3, p339(23)
Fall, 1991
ISSN: 0022-4359 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 7644 LINE COUNT: 00661

... effects of consideration on satisfaction and conflict as moderated by channel type are discussed.

Channel **member** satisfaction. Path- **goal** theory posits that the more structured the task and authority **system** , the stronger the **relationship** between leader consideration and subordinate satisfaction. Empirical studies have consistently supported this hypothesis (House and...

...House and Mitchell 1974; Idvik 1986; Schriesheim and DeNisi 1981). It is expected that considerate **behavior** will be positively **related** to satisfaction for both contractual and administered channels. However, sensitivity to variation in considerate **behavior** is likely to differ between channel types.

In contractual channels, the contract formalizes channel work...

17/3,K/224 (Item 38 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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05232972 SUPPLIER NUMBER: 11352829
D&B Software outlines client-server plans. (new applications for multiuser systems due by end of 1991)
Gibson, Stanley
CommunicationsWeek, n369, p27(2)
Sept 16, 1991
ISSN: 0746-8121 LANGUAGE: ENGLISH RECORD TYPE: ABSTRACT

...ABSTRACT: also contributed to the delay. Robert Cameron, director of client-server strategy for D&B, **characterizes** the current architecture as a desktop application, Windows-based and accessing a **relational** database management **system** over a local area network. D&B also plans a Unix series with Windows-based...

17/3,K/225 (Item 39 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

05203216 SUPPLIER NUMBER: 10932760 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Attitudes toward new organizational technology: network proximity as a mechanism for social information processing.
Rice, Ronald E.; Aydin, Carolyn
Administrative Science Quarterly, v36, n2, p219(26)
June, 1991
ISSN: 0001-8392 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 11616 LINE COUNT: 01004

... subset of others?
Social Information Processing in Organizations
According to traditional studies of organizational information **systems**, individual perceptions of an information **system** are likely to be somewhat influenced by objective characteristics of the **system**, individual differences such as one's past experiences with similar **systems**, extent of use of the **system**, occupational demands and procedures, and level in the organization. For example, to the extent that one actually uses the **system**, one is more likely to understand and have experience with the **system** and therefore have stronger attitudes toward the **system**; for successful **systems** this implies more positive attitudes (Lucas, 1981). To the extent that different occupations in health...
...the implementation at that level (Lucas, 1981; Rice and Shook, 1990b). The social information processing **model**, developed in reaction to the failure of **individual** attributes or **objective** task **measures** to sufficiently explain reactions to workplace phenomena, brought theories of social influence to the organizational...

...the extent to which one could be exposed to social information in a given social **system**. Second, the individual must value the source others in some way for the social information information **system**, we hypothesize:

Hypothesis 1: Social information processing influences one's attitude about a new organizational...

17/3,K/226 (Item 40 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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04805803 SUPPLIER NUMBER: 09485073 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Pennsylvania Healthy Mothers, Healthy Babies coalition announces Healthy

Babies Awards. (includes awardees and award receivers)

PR Newswire, 1008PH003

Oct 8, 1990

LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT

WORD COUNT: 2012 LINE COUNT: 00172

... and group behavior change is encouraged by enabling young people to explore their own value **systems**, focus on goals they have for their lives and determine how their **behavior** affects their ability to achieve those **goals**. **Participants** are encouraged to convey to others what they have learned from experiencing Project Alpha/AKA...

17/3,K/227 (Item 41 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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04578558 SUPPLIER NUMBER: 08431912 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Preferred speed, actual speed, and marginal benefit of transportation resources.

Fosu, A.K.; Izraeli, O.

Logistics and Transportation Review, v26, n1, p77(16)

March, 1990

ISSN: 0047-4991 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 5201 LINE COUNT: 00450

... may then exhibit a low optimal speed. This is an important distinction from Peltzman's **model**, for it is possible in our framework for individuals with the same objective accident probabilities...

...have weaker or slower reflexes and thus may exhibit higher accident probabilities. Differences in driver **characteristics** are also hypothesized to **determine** variations in car performances on the road and hence to influence optimal driving speeds. Persons...

17/3,K/228 (Item 42 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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04547733 SUPPLIER NUMBER: 08319892 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Integrating rank differences into a model of male-female faculty salary discrimination.

Weiler, William C.

Quarterly Review of Economics and Business, v30, n1, p3(13)

Spring, 1990

ISSN: 0033-5797 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 5183 LINE COUNT: 00459

... percentage points for the data sample used.

A number of researchers have estimated multiple regression **models** of salary **determination** for faculty **members**. The **goal** in most of these studies is to **determine** whether there are significant differences in salaries among faculty members differentiated by sex or race...

...to measures of sex and race, the studies incorporate a fairly standard set of variables **measuring** individual attributes. These include experience and its square, departmental affiliation or some other **characteristic** of the labor market in the individual's field, highest degree earned, administrative experience, term...

17/3,K/229 (Item 43 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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04546963 SUPPLIER NUMBER: 08293760 (USE FORMAT 7 OR 9 FOR FULL TEXT)

A systems approach to total quality management.

Badiru, Adedeji B.

Industrial Engineering, v22, n3, p33(3)

March, 1990

ISSN: 0019-8234

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1906 LINE COUNT: 00169

... terms of what the market environment (the customer) wants. The objective of the quality management **system** is to achieve an acceptable level of quality. The self-regulation **characteristic relates** to the **system** 's ability to maintain the stipulated quality level once it is achieved. The self-adjustment **characteristic relates** to the **system** 's ability to make amendments should the quality level deviate significantly from the required level...

17/3,K/230 (Item 44 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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04502977 SUPPLIER NUMBER: 08293853 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The new bottom line. (customer relations)

Altany, David

Industry Week, v239, n2, p12(6)

Jan 22, 1990

CODEN: IWEEA

ISSN: 0039-0895

LANGUAGE: ENGLISH

RECORD TYPE:

FULLTEXT

WORD COUNT: 3273 LINE COUNT: 00260

... the company is listening to and responding adequately to its customers. * People policies that link **customers** ' needs to employees' **goals** . * **Measurement systems** that gage how satisfied customers are, and where the company needs to improve.

Hundreds of...

17/3,K/231 (Item 45 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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04373860 SUPPLIER NUMBER: 08543281

Tell us a story. (mental models in storytelling) (editorial)

Lancet, v335, n8683, p201(2)

Jan 27, 1990

DOCUMENT TYPE: editorial

ISSN: 0099-5355

LANGUAGE: ENGLISH

RECORD TYPE: ABSTRACT

...ABSTRACT: is a complex physiological process in which reading a story involves interpretation by the visual **system** , and oral storytelling involves the use of narration and physical gestures. Scenes, created in both...

...the maps, the influence of these maps in the comprehension of the story,

and the **relation** of the maps to the **person's goals**. These maps may be of importance in mnemonic auras, in which sudden recollections of a...

17/3,K/232 (Item 46 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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04155743 SUPPLIER NUMBER: 07997652 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Social loafing and collectivism: a comparison of the United States and the People's Republic of China.
Earley, P. Christopher
Administrative Science Quarterly, v34, n4, p565(17)
Dec, 1989
ISSN: 0001-8392 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 7779 LINE COUNT: 00649

... cultural influences on the utility of work groups in organizations (e.g., quality circles, sociotechnical **systems**). Advocates of this approach argue that the successes of other cultures can be adapted for... likely that the antecedents of loafing--perceived dispensability and expectations of others' efforts--may be **related** to an individual's personal **characteristics** and be influenced by cultural background. Only a few studies of social loafing have been...

...or focus on ego-integrative morals, and a collectivity-orientation, or focus on the social **system**. Others use the cultural labels of cooperation versus individualism (Mead, 1967), collaterality versus individualism (Kluckhohn...

...construct to work-group behavior, this study focused on collectivism as the subordination of an **individual's own goals** to in-group (work-group) **goals**. (2) **Individualism** -collectivism **determines**, in part, an individual's perceived dispensability and expectations of others' actions. Collectivists emphasize the...an opportunity to control for the amount of shared responsibility and accountability, the experiment took **relatively** little time and its long-term implications for an individual's **behavior** in an organization over time are limited. The utility of group work in actual organizations...

17/3,K/233 (Item 47 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

04155742 SUPPLIER NUMBER: 07997624 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Organizational, institutional, and societal evolution: medieval craft guilds and the genesis of formal organizations.
Kieser, Alfred
Administrative Science Quarterly, v34, n4, p540(25)
Dec, 1989
ISSN: 0001-8392 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 11837 LINE COUNT: 00973

... phenomena. It was also demonstrated that the transition from guilds to manufactories and putting-out **systems** required a coevolution of world views, markets, work institutions, and cognitive as well as action **systems** of individuals. As far as work institutions are concerned, these coevolutionary processes resulted in an...

...Thus Taylorism essentially propagated the use of scientific experiments

to aid management and the Human **Relations** School sought to expand the experimental design of work by variables of social **behavior** . Although these approaches had their deficiencies they increased the adaptability and "rationality" of organizational approaches...

17/3,K/234 (Item 48 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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04149201 SUPPLIER NUMBER: 08053375 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Two-stage optimization, tax rates, and saving: some time series evidence.

Roth, Timothy P.

Public Finance Quarterly, v17, n4, p375(16)

Oct, 1989

ISSN: 0048-5853

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 5478

LINE COUNT: 00462

... effects of the progressive income-tax structure.

THE STAGE ONE OR LABOR SUPPLY DECISION

Standard **models** of consumer behavior are predicated upon an orthodox conception of the consumer's decision process (Boskin, 1988: 402). Typically, the **consumer** 's **objective** function, a single-equation ordinal utility function, is maximized subject to an exogenously **determined** income or wealth constraint.

While such models have yielded useful results, it seems appropriate to...

17/3,K/235 (Item 49 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
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04086231 SUPPLIER NUMBER: 07545734 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Organizational structures. (business management systems)

Assimakopoulos, Nikitas

Journal of Systems Management, v40, n8, p24(3)

August, 1989

ISSN: 0022-4839

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 1709

LINE COUNT: 00149

ABSTRACT: An important integrative characteristic of a business management **system** is organization structure. However, the makeup of the management **system** and its organizational structure need to be distinguished from one another. The management **system** is made up of organizationally independent divisions with their **individual objectives** and functions, while the organizational structure is a pattern of organizational **relations** and communications among the management **system** components. In organizational restructurings, the advantages often equal the disadvantages. Decentralization simplifies the coordination processes...

...degree, but it does not simplify the resulting management structure to the same degree. A **systems** analysis provides new assumptions and opportunities

17/3,K/236 (Item 50 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

03926587 SUPPLIER NUMBER: 07380998 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Effectiveness of product warning labels: effects of consumers' information processing objectives.
deTurck, Mark A.; Goldhaber, Gerald M.
Journal of Consumer Affairs, v23, n1, p111(16)
Summer, 1989
ISSN: 0022-0078 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4843 LINE COUNT: 00398

... a consumer's information processing influences his or her behavior, it would be useful to **determine** how a **consumer**'s information-processing **objective** mediates his or her likelihood of complying with the safety recommendations of a warning label...

17/3,K/237 (Item 51 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

03897683 SUPPLIER NUMBER: 07426293 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Report from Cavtat. (Yugoslavia)
Page, Benjamin B.
Monthly Review, v40, n10, p52(2)
March, 1989
CODEN: MYRV8 ISSN: 0027-0520 LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT
WORD COUNT: 739 LINE COUNT: 00059

... backdrop for arguments for various forms of political pluralism or for the use of market **relations** as "**objective** indicators" of **consumer** satisfaction and managerial and economic efficiency. While there was no questioning of the need to...

...with market economies are in serious economic and spiritual crisis, and that capitalism as a **system** is profoundly and inherently implicated in the ecological crisis that now threatens our future and...

17/3,K/238 (Item 52 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

03866904 SUPPLIER NUMBER: 07335063 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Selling management development to managers.
Lawrie, John
Training & Development Journal, v43, n2, p54(4)
Feb, 1989
ISSN: 0041-0861 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1755 LINE COUNT: 00141

... the average person in the group for each component (such as performance appraisal). They then **determine** whether the average **person** has accomplished those **goals**. For example, a group that comes to a new understanding of the rationale for its appraisal **system** may decide a change in behavior is needed to incorporate the new understanding. In other ...

17/3,K/239 (Item 53 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

03132508 SUPPLIER NUMBER: 04813601 (USE FORMAT 7 OR 9 FOR FULL TEXT)
How far will the apple fall from the tree? (Dennis R. Patrick)
Broadcasting, v112, p38(3)
April 20, 1987
DOCUMENT TYPE: interview ISSN: 0007-2028 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT
WORD COUNT: 2719 LINE COUNT: 00206

... the marketplace:
"I am presumptively disposed to rely on competitive marketplace mechanisms to realize that **goal** [of maximizing **consumer** welfare]. In general, and there are exceptions, markets are more effective than government in **identifying** the needs and interests of the broadcasting community and the needs and interests of consumers and in delivering product. So the **model** I would like to have in mind as we pursue the various agenda items is...

17/3,K/240 (Item 54 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

02139296 SUPPLIER NUMBER: 03569726
Medical Staff Planning: An Approach to Managing Critical Hospital Assets.
Shapiro, R.J.; Glandon, G.L.
Health Care Management Review, v9, p27-40
Winter, 1984
ISSN: 0361-6274 LANGUAGE: ENGLISH RECORD TYPE: ABSTRACT

...ABSTRACT: extremely inadequate. A mathematical formula for staff planning is presented which can be used to **relate** a doctor's practice **characteristics** to his revenue- generating ability and the utilization of his services. The **model** can be used to predict alternate revenue outcomes by the rearrangement of assumptions regarding staff composition and utilization. The mathematical **model** can be tailored to individual institutions and departments within those institutions so as to remain...

17/3,K/241 (Item 1 from file: 160)
DIALOG(R)File 160:Gale Group PROMT(R)
(c) 1999 The Gale Group. All rts. reserv.

00870194
Committee F11 on vacuum cleaners of the American Society for Testing & Materials (ASTM) developed standard tests that can be used to evaluate characteristics of vacuum cleaners.
Appliance Manufacturer December, 1982 p. 50-53

The scope of the committee includes the development of definitions and nomenclature, safety and performance **characteristics**, classifications and specifications, methods of tests, and practices **related** to vacuum cleaner **systems**. The ultimate **goal** is to give **consumers** accurate buying decision data when considering the purchase of a vacuum cleaner.
...

17/3,K/242 (Item 1 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

02072606 SUPPLIER NUMBER: 19503584 (USE FORMAT 7 OR 9 FOR FULL TEXT)
NCR CORP ADVOCATES A BRAND NEW AGE OF INFORMATION.
Computergram International, n3184, pCGN06170006
June 17, 1997
ISSN: 0268-716X LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1204 LINE COUNT: 00100

... staff time and other overheads. Leveraging the existing base by drawing detailed customer profiles and **identifying** purchasing patterns and **behaviour**, is an efficient and targeted marketing **model**. Numerous surveys show that over 70% of dissatisfied customers don't complain. The upshot is...

...decade. Rapid production and development techniques will see a 50% increase in variety of available **models**. The drive and urgency behind this investment is Toyota's recognition of the consumer revolution. The **model** of continuous improvement perfected by the Japanese is inadequate. Small, incremental gains can't keep...

17/3,K/243 (Item 2 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02068952 SUPPLIER NUMBER: 19461343 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Handheld Forum - Vendors, Customers Should Collaborate.
Newsbytes, pNEW05300053
May 30, 1997
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 569 LINE COUNT: 00053

TEXT:

...by reducing the risks of application implementation. Vendors and customers alike should avoid the "adversarial **relationships**" that have **characterized** some deployments of the past, according to the CEO. Additionally, vendors should establish partnerships among...

...outpatient care applications. Customer keynote speakers represent organizations that include Kaiser Foundation Healthplan; Scripps Healthcare **System**; Outreach Health Services; the US Department of Veterans Affairs; the Visiting Nurse Service of New...

...at the show include Proxim; Motorola; Apple; IBM; Digital Equipment Corp.; Wyse Technology; Fujitsu Personal **Systems** Inc.; PDA Solutions; Psion Inc; Newton Developers; Telxon; Contemporary Long-Term Care; Command Products; First Consulting Group; Breeze Com Inc.; Novatel Wireless; Franklin Electronic Publishing; Data Critical; Point-of-Care **Systems** Inc.; MediaMotion; Renaissance Group; Command Products; GoAmerica Communications Corp.; Ricoh; Comebeck Computer Design; Solid Information Ltd.; Battery Power Products & Technology; Thaddeus Computing Inc.; **Systems** Engineering Consulting Pen Computing; and the PDA Industry Association. PDA Inc./World Market Strategies is...

17/3,K/244 (Item 3 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01597291 SUPPLIER NUMBER: 13727544 (USE FORMAT 7 OR 9 FOR FULL TEXT)
A VOTE for AI. (Stephen Slade's artificial intelligence program VOTE) (AI Insider) (Column)
Eliot, Lance B.
AI Expert, v8, n6, p9(3)
June, 1993
DOCUMENT TYPE: Column ISSN: 0888-3785 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1726 LINE COUNT: 00140

... decision-making process incorporates several intriguing principles of its developer. As you can imagine, a **system** like VOTE depends on the philosophies of its creator. For example, one principle relates to...

...pursuit of the goal." Another principle covers interpersonal goals: "Adopted goals are processed uniformly as **individual goals**, with a priority **determined** by the importance of the **relationship** ." These principles are intricately wrapped up in VOTE's code. The author, a political scientist...

17/3,K/245 (Item 4 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
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01536479 SUPPLIER NUMBER: 12687471 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Object behavior analysis. (study and modeling of a given problem domain) (Technical)
Rubin, Kenneth S.; Goldberg, Adele
Communications of the ACM, v35, n9, p48(15)
Sept, 1992
DOCUMENT TYPE: Technical ISSN: 0001-0782 LANGUAGE: ENGLISH
RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 8910 LINE COUNT: 00708

...ABSTRACT: a given problem domain, uses a methodology that has been evolving for several years. ParcPlace **Systems** conducted a series of seminars from which the original incarnation began. Use of OBA on...

...used to create artifacts such as scripts, glossaries of party names, object modeling cards, object **relationship** diagrams and object life cycle diagrams. The programmer can begin with clearly stated **system goals**, work with end **users** to **determine system** requirements, and create a statement of requirements expressed in terms of objects, object relationships and **system** dynamics.

17/3,K/246 (Item 5 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01496439 SUPPLIER NUMBER: 11744258 (USE FORMAT 7 OR 9 FOR FULL TEXT)
How to be a systems integrator. (part 1) (use of Open Systems Interconnect standard as a framework for system integration) (includes related article on OSI layers)
Cini, Al
DEC Professional, v11, n1, p38(4)
Jan, 1992
ISSN: 0744-9216 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1637 LINE COUNT: 00135

... plumbing jargon of client/server computing is important, but only in service to the higher **objective** of **client -to- client** communication. Step 3. List Your Constraints - Key product **characteristics** **related** to the application and presentation layers of the OSI **model** will often interact with data link- and physical-layer constraints to limit your integration options...

17/3,K/247 (Item 6 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01355111 SUPPLIER NUMBER: 08335948 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Software demands add up to AE's 80386 solution. (account executive)
(80386-based computer aids broker automation)
Arend, Mark
Wall Street Computer Review, v7, n7, p8(4)
April, 1990
ISSN: 0738-4343 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2190 LINE COUNT: 00160

... Inc. product (see "Frontline," p. 6).
ABroker's Notebook user since 1984, Russell uses the **system0** to cross-reference his client list with investment products. "For instance, I do a lot...

...seeking tax-free [investments] or looking for a growth objective, and whether they're pension **related**. Broker's Notebook allows me to enter 20 **objectives** per **client**," he adds.

"From there, I use StockExpert [from AIQ Systems Inc., Incline Village, Nev.] to...

17/3,K/248 (Item 7 from file: 275)
DIALOG(R)File 275:Gale Group Computer DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

01177500 SUPPLIER NUMBER: 04320780 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Designing the micrographic system.
Wise, Joseph
Administrative Management (the Magazine of Office Administration and Automation), v47, n7, p62(2)
July, 1986
ISSN: 0884-5905 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 1170 LINE COUNT: 00094

...ABSTRACT: use of advanced microfilm technology. The four key areas of concern for designing the microfilm **system** cover: the user's objectives, the file format, document **characteristics**, and the projected file retrieval needs. There is no easy way to **correlate** an application profile to the proper design **system**. However, information supplied by the vendor can be used to decide on the custom **system** which will meet the user's own special needs.

17/3,K/249 (Item 1 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

04024637 Supplier Number: 53282672 (USE FORMAT 7 FOR FULLTEXT)
-UN: UN is working smarter and harder, US tells assembly, -- could advance
to next stage of reform.
M2 Presswire, pNA
Nov 26, 1998
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 8655

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...the zone of peace and cooperation of the South Atlantic; strengthening of the United Nations **System** ; and revitalization of the work of the General Assembly. It was also to continue review...

...from Argentina, Brazil, Panama, United Kingdom and Uruguay and six entities of the United Nations **system** : the Department of Public Information (DPI); the Department of Economic and Social Affairs: the Economic...in United Nations peacekeeping operations in Angola and Liberia. Conveying activities by the United Nations **system** , the Secretary-General says the work of the Department of Social Affairs is mainly in...
...The Assembly also would review the Secretary-General's report on strengthening the United Nations **system** (document A/53/170), reviewing arrangements and practices for the interaction of NGOs in all...

...in the current arrangements for participation of NGOs in all areas of the United Nations **system** and the question of the participation of NGOs from all regions. The Secretary-General notes...Joint United Nations Programme on HIV/AIDS (UNAIDS), the first programme of the Organization's **system** to include NGO representatives on its governing body as full participants, rather than observers. He...

...arrangements for consultation with NGOs have been revised, improved and extended across the United Nations **system** , allowing NGOs to significantly shape the international development and political debates. Turning to the issue...

...effectively with the United Nations. To enhance the participation of NGOs in the United Nations **system** , the Secretary-General states that the Organization must attempt not only to draw a composite...

...The Secretary-General says that he will encourage all departments, programmes and funds of the **system** to ensure that these sections are appropriately staffed and are allocated the necessary logistical and...

...Environment Programme (UNEP) and the Executive Director of the United Nations Centre for Human Settlements (**Habitat**) would develop new **measures** for strengthening and restructuring the two organizations and make recommendations to the Assembly. In order...concept of trusteeship. The Secretary-General's note on a Millennium Assembly, the United Nations **System** (Special Commission) and a Millennium Forum (document A/52/850) contains his elaborations concerning the organized crime. It was essential that the international community, the United Nations **system** and the international financial institutions continue to assist the zone States in proceeding with objectives...

...legal and institutional framework that would enable economic protagonists to meet and establish a dynamic **system** of benefit to countries on both sides of the Atlantic. He hoped that the resolution... should be created through international forums and not through United

Nations resolutions. Strengthening United Nations **System** IRWIN BELK (United States) said that the Organization's revitalization work had strengthened its efficiency...

...consensus reached in the Assembly's working group on the strengthening of the United Nations **system**. The European Union would like to see the interim measure -- to open the regular session...

...needed to be addressed. Modifying the current organizational arrangements for enhanced NGO participation throughout the **system** might have legal and financial implications and had not been adequately addressed, he noted. Nor...a means to better coordinate and integrate environmental issues and aspects within the United Nations **system**. However, due consideration had to be given to the compatibility with existing United Nations coordination...to the better integration of environmental issues at all levels in the whole United Nations **system** and to the issue of financing of global environmental issues. REGINA MENTHA (United States) said...

17/3,K/250 (Item 2 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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03905201 Supplier Number: 50090505 (USE FORMAT 7 FOR FULLTEXT)

SPONSOR FORUM: WHAT'S YOUR MOST EFFECTIVE EDUCATIONAL TOOL?

Defined Contribution News, v6, n12, pN/A

June 8, 1998

Language: English Record Type: Fulltext

Document Type: Newsletter; Trade

Word Count: 1491

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...page 6. Morrison & Foerster, San Francisco, Calif. Fund: 401(k) plan Assets (\$ mil.): 195.0 **Participants** : 2,000 **Objective** : To hire bundled provider. Status: Has issued 30 RFIs but hasn't **determined** when RFPs will be disseminated. Consultant: Gary W. Blank Comments: See story, page 4. South Carolina Retirement **System**, Columbia, S.C. Fund: 401(k), 457, 403(b) plans Assets (\$ mil.): 1,300.0...regulations. Status: Proposals due next Monday. Comments: See story, page 6. Sisters of Providence Health **System**, Holyoke, Mass. Fund: 401(k), 403(b) plans **Participants**: 2,000 **Objective**: To hire bundled...

...Cap Value Fund and Principal Small-Cap Growth Fund. Consultant: Nordstrom Pension Consulting Yankee Energy **System**, Meriden, Conn. Fund: 401(k) plan Assets (\$ mil.): 27.0 **Objective**: To add options. Status...

...Associates RECORDKEEPING POTENTIAL Lawson Software, Minneapolis, Minn. Fund: 401(k) plan Assets (\$ mil.): 27.0 **Participants** : 1,000 **Objective** : To **determine** if it should replace recordkeeper. Status: Expects decision within next year or two. Comments: See...

17/3,K/251 (Item 3 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

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03892499 Supplier Number: 50042969 (USE FORMAT 7 FOR FULLTEXT)

NIH to study long-term strategies for changing poor diet, other health

problems

Food Labeling News, v6, n21, pN/A
March 4, 1998
Language: English Record Type: Fulltext
Document Type: Newsletter; Trade
Word Count: 380

... which are involved in behavior change, or that evaluate the usefulness of a particular theoretical **model** for changing two or more health- **related behaviors** in the same **individual** .

"A major **goal** of this solicitation is to stimulate research that addresses the difficult problems of long-term...

17/3,K/252 (Item 4 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)
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03585857 Supplier Number: 47423430 (USE FORMAT 7 FOR FULLTEXT)

Handheld Forum - Vendors, Customers Should Collaborate 05/30/97

Newsbytes, pN/A
May 30, 1997
Language: English Record Type: Fulltext
Document Type: Newswire; General Trade
Word Count: 531

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...by reducing the risks of application implementation. Vendors and customers alike should avoid the "adversarial **relationships** " that have **characterized** some deployments of the past, according to the CEO. Additionally, vendors should establish partnerships among...

...outpatient care applications. Customer keynote speakers represent organizations that include Kaiser Foundation Healthplan; Scripps Healthcare **System** ; Outreach Health Services; the US Department of Veterans Affairs; the Visiting Nurse Service of New...

...at the show include Proxim; Motorola; Apple; IBM; Digital Equipment Corp.; Wyse Technology; Fujitsu Personal **Systems** Inc.; PDA Solutions; Psion Inc; Newton Developers; Telxon; Contemporary Long-Term Care; Command Products; First Consulting Group; Breeze Com Inc.; Novatel Wireless; Franklin Electronic Publishing; Data Critical; Point-of-Care **Systems** Inc.; MediaMotion; Renaissance Group; Command Products; GoAmerica Communications Corp.; Ricoh; Comebeck Computer Design; Solid Information Ltd.; Battery Power Products & Technology; Thaddeus Computing Inc.; **Systems** Engineering Consulting Pen Computing; and the PDA Industry Association. PDA Inc./World Market Strategies is...

17/3,K/253 (Item 5 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

03388326 Supplier Number: 46971314 (USE FORMAT 7 FOR FULLTEXT)

PROGRAMMING & AUTHORING: * Affinicast Enables Web Sites That Listen and Adapt to Customer Affinities

Internet Content Report, v1, n18, pN/A
Dec 15, 1996
Language: English Record Type: Fulltext

Document Type: Newsletter; General
Word Count: 498

... a Java-based application server that cleanly integrates with Web sites' existing backend infrastructures. The **system** can measure users via questionnaires, single-click profiling, bookmark analysis, or structured clickstream analysis. Affinicast...

...of specific customer solutions, can integrate custom psychographics, demographics, or other types of site-specific **measurements**. On the basis of a **user** profile, **AIM** can personalize, in real time, the presentation of any aspect of a Web page, including...

17/3,K/254 (Item 6 from file: 636)
DIALOG(R)File 636:Gale Group Newsletter DB(TM)
(c) 2003 The Gale Group. All rts. reserv.

02493102 Supplier Number: 45004963 (USE FORMAT 7 FOR FULLTEXT)
CERN celebrates 40th Anniversary
M2 Presswire, pN/A
Sept 20, 1994
Language: English Record Type: Fulltext
Document Type: Newswire; Trade
Word Count: 719

... provide for collaboration among European States in nuclear research of a pure scientific and fundamental **character**, and in research essentially **related** thereto. The Organization shall have no concern with work for military requirements and the results...

...on the "The First Moments of the Universe"; there are demonstrations of 'virtual reality' projects, **models** of the huge detectors for CERN's next accelerator - the Large Hadron Collider (LHC) and...

...are exploited over a long period. CERN now possesses the world's most extensive interconnected **system** of accelerators and storage rings. The LHC will be the first machine in the world...

17/3,K/255 (Item 1 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

11142896 (USE FORMAT 7 OR 9 FOR FULLTEXT)
(DUP?) Veridien Launches Veridien MPi -- Industry's First Solution to Link Offline And Online Marketing Investments to Results
PR NEWSWIRE
May 22, 2000
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 974

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... about relevant customer and prospect events. These agents collect data from a variety of operational **systems** (Web servers, E-commerce platforms, call center **systems**, transaction applications). As event data is captured, MPi links interaction information to related marketing investments...

... plans and goals within any MPI view, issues that demand attention are automatically highlighted. The **system** can also alert users via e-mail whenever a variance exceeds a certain threshold. Straightforward...

... impact from one marketing activity on another. MPI's Lift Analysis can be used to **determine** the **relative** impact of television, radio, and print advertising on direct response and interactive programs. -- **Behavioral** Analysis -- Identifies hidden data **relationships** -- dominant attributes **relative** to a respondent audience and what they did. MPI's **Behavioral** Analysis can be used to improve targeting and optimize cross-selling efforts. -- Web Session and...

17/3,K/256 (Item 2 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

11142542 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Veridien Launches Veridien MPi - Industry's First Solution To Link Offline and Online Marketing Investments to Results
PR NEWSWIRE
May 22, 2000
JOURNAL CODE: WPRW LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 964

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... impact from one marketing activity on another. MPI's Lift Analysis can be used to **determine** the **relative** impact of television, radio, and print advertising on direct response and interactive programs. -- **Behavioral** Analysis -- Identifies hidden data **relationships** -- dominant attributes **relative** to a respondent audience and what they did. MPI's **Behavioral** Analysis can be used to improve targeting and optimize cross-selling efforts. -- Web Session and...

17/3,K/257 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

01386530 (USE FORMAT 7 OR 9 FOR FULLTEXT)
IMS Announces Major Sale of a New, High-Speed Digital Test Station To Consumer Electronics Giant SGS-Thomson
BUSINESS WIRE
April 15, 1998 15:10
JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT
WORD COUNT: 432

✓

| Set | Items | Description |
|-----|---------|---|
| S1 | 11 | AU=(MCNEIL D? OR MCNEIL, D?) |
| S2 | 912229 | CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? - OR CLIENT? OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PERSON? ? |
| S3 | 203224 | GOAL? ? OR AIM OR OBJECTIVE? |
| S4 | 315886 | PERFORMANC? |
| S5 | 1045411 | BEHAVIOR? OR BEHAVIOUR? OR HABIT? OR TRAIT? ? OR CHARACTER? |
| S6 | 964553 | DETERMIN? OR IDENTIFY? OR MEASUR? |
| S7 | 1403686 | CORRELAT? OR RELAT? |
| S8 | 1109415 | MODEL? ? OR SYSTEM? ? |
| S9 | 3163 | S2(2N)S3 |
| S10 | 0 | S1 AND S9 |
| S11 | 192 | S9(15N)S5 |
| S12 | 56 | S11(S) (S4 OR S7) |
| S13 | 1806 | S2(3N)GOAL? ? |
| S14 | 145 | S13(15N)S7 |
| S15 | 53 | S14(S)S6 |
| S16 | 101 | S12 OR S15 |
| S17 | 27 | S16 AND IC=G06F-017/60 <i>-KWIC all condensed</i> |

? show file

File 348:EUROPEAN PATENTS 1978-2003/Oct W03

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File 349:PCT FULLTEXT 1979-2002/UB=20031023,UT=20031016

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17/3,K/1 (Item 1 from file: 348)
DIALOG(R)File 348:EUROPEAN PATENTS
(c) 2003 European Patent Office. All rts. reserv.

01272438

Asset management advice system and recording medium containing program of the system

Ratgeber-System für die Verwaltung von Wertpapieren und Speichermedium mit dem Programm

Système de conseil pour la gestion de titres et support de stockage du programme

PATENT ASSIGNEE:

Goldenchart Co., Ltd., (3086590), 371 Hiro-machi, Minamiashigara-shi, Kanagawa 250-0121, (JP), (Applicant designated States: all)

INVENTOR:

Yuyama, Sumio, 371 Hiro-machi, Minamiashigara-shi, Kanagawa 250-0121, (JP)

LEGAL REPRESENTATIVE:

Vollmann, Heiko, Dipl.-Ing. et al (60181), Patentanwälte Wilcken &

Vollmann, Bei der Lohmühle 23, 23554 Lubeck, (DE)

PATENT (CC, No, Kind, Date): EP 1096400 A2 010502 (Basic)

EP 1096400 A3 020605

APPLICATION (CC, No, Date): EP 2000116910 000805;

PRIORITY (CC, No, Date): JP 99303456 991026

DESIGNATED STATES: DE; GB

EXTENDED DESIGNATED STATES: AL; LT; LV; MK; RO; SI

INTERNATIONAL PATENT CLASS: **G06F-017/60**

ABSTRACT WORD COUNT: 203

NOTE:

Figure number on first page: 1

LANGUAGE (Publication,Procedural,Application): English; English; English

FULLTEXT AVAILABILITY:

| Available Text | Language | Update | Word Count |
|----------------|----------|--------|------------|
|----------------|----------|--------|------------|

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|----------|-----------|--------|------|
| CLAIMS A | (English) | 200118 | 1072 |
|----------|-----------|--------|------|

| | | | |
|--------|-----------|--------|------|
| SPEC A | (English) | 200118 | 3263 |
|--------|-----------|--------|------|

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| Total word count - document A | 4335 |
|-------------------------------|------|

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|-------------------------------|---|
| Total word count - document B | 0 |
|-------------------------------|---|

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|------------------------------------|------|
| Total word count - documents A + B | 4335 |
|------------------------------------|------|

INTERNATIONAL PATENT CLASS: **G06F-017/60**

...SPECIFICATION display of the user terminal. At the same time, the host sends records of management **performances** for the past ten years of each **character** to the user terminal to help him judge the **characteristics objectively** .

The **user** selects one **character** suitable for his preference among the **characters** shown on the terminal and sends instructions to the host. On the selection of the...

17/3,K/2 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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01005198

MARKETING COMMUNICATION AND TRANSACTION/DISTRIBUTION SERVICES PLATFORM FOR BUILDING AND MANAGING PERSONALIZED CUSTOMER RELATIONSHIPS

PLATE-FORME DE SERVICES DE COMMUNICATION COMMERCIALE ET DE SERVICES DE

**DISTRIBUTION/TRANSACTION PERMETTANT D'ETABLIR ET DE GERER DES RELATIONS
PERSONNALISEES AVEC LA CLIENTELE**

Patent Applicant/Inventor:

VAN DER RIET Ramon, Rue Gachard 80, B-1050 Bruxelles, BE, BE (Residence),
NL (Nationality)

Patent and Priority Information (Country, Number, Date):

Patent: WO 200334300 A2 20030424 (WO 0334300)

Application: WO 2002IB5796 20020904 (PCT/WO IB0205796)

Priority Application: US 2001316268 20010904

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VC VN YU ZA ZM ZW

(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 38563

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... on. the target audience of the campaign and the advertising's impact
on the purchase **behavior** of **consumers** . To **objectively** reflect any
factual **performance** differences fairly in its ad rate pricing, the
system measures the effectiveness of each contact...

...it against the effectiveness of a reference or mass advertising contact
and automatically incorporates the **performance** difference in the ad
pricing.

The product presentation database is filled with product presentation
data...the target audience of the campaign and the advertising contact's
impact on the purchase **behavior** of **consumers** . To **objectively**
reflect any 'factual' **performance** differences 'fairly' in its ad rate
pricing, the system measures the effectiveness of each ad...

...benchmarks it against the effectiveness of a reference or mass
advertising, and automatically reflects the **performance** difference in
its pricing. The process is based on algorithms described in detail in
Appendix...

17/3,K/3 (Item 2 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00996772

**AN INTELLIGENCE SYSTEM AND A METHOD OF GENERATING FLAGS FOR USE THEREIN
SYSTEME INTELLIGENT ET PROCEDE DE GENERATION D'INDICATEURS DESTINES A CE
SYSTEME**

Patent Applicant/Assignee:

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states except: US)

Patent Applicant/Inventor:

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(Residence), CA (Nationality), (Designated only for: US)
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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200325808 A2 20030327 (WO 0325808)
Application: WO 2002CA1383 20020912 (PCT/WO CA0201383)
Priority Application: US 2001953829 20010917

Parent Application/Grant:

Related by Continuation to: US 2001953829 20010917 (CON)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VC VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 17436

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... herein, to facilitate decision-making, and which allow users to
identify opportunities for satisfying a **user** -defined strategic **goal** .
The present invention is flexible in
that it **relates** to a system and method that can be adapted for use in
analyzing data relevant...

17/3,K/4 (Item 3 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00981430

SYSTEM AND METHOD FOR OPTIMIZING A PRODUCT CONFIGURATION

SYSTEME ET PROCEDE PERMETTANT D'OPTIMISER LA CONFIGURATION D'UN PRODUIT

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200310699 A2 20030206 (WO 0310699)
Application: WO 2001US23039 20010723 (PCT/WO US0123039)

Priority Application: WO 2001US23039 20010723

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD
SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 18077

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... updated during the product optimization process is within the scope of the present invention.

Representative **characteristics** include.

a. the current **goals** of the **user** as a function of the ways the user plans to use the product;
1 5...

...the user as a function of product attributes such as manufacturer or color;

C. the **goals** of the **user** as a function of **characteristics** of the product such as durability;

d. the desired general level of interaction between the...h. the extent (level, type and amount) of desire the user has to review information **related** to the product;

i. the amount of advice that has already been provided to the...from the sales module 104, advisor module 108 determines whether the newly designated option is **correlated** with the **goals** of the **user** as well as the merchant that is selling the product (802). **Characteristics** stored in user profile 1 14 are used in the **determination** of processing step 802. When the option does not meet ...seller has in selling a more expensive overall product.

When the current option meets the **goals** of both the **user** and the seller (802Yes), advisor module 108 **determines** whether it is appropriate to cross-sell **related** components related to the component that was changed in step 800 (806). A factor in...

17/3,K/5 (Item 4 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00979220 **Image available**

HEALTH AND WELLBEING MONITORING AND ADVISORY SYSTEM

SYSTEME D'ASSISTANCE ET DE SURVEILLANCE DE SANTE ET DE BIEN-ETRE

Patent Applicant/Inventor:

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(Residence), AU (Nationality)

Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200309185 A2 20030130 (WO 0309185)

Application: WO 2002AU956 20020717 (PCT/WO AU0200956)

Priority Application: AU 20016515 20010720

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG US UZ VN YU ZA ZM ZW
(EP) AT BE BG CH CY CZ DE DK EE ES FI FR GB GR IE IT LU MC NL PT SE SK TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 7346

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... The embodiment of Figures 1 and 2 may also include
supplementary input for inputting data relating to the
calories burnt by a user during the course of the user's
daily...can then be
discounted in accordance with calories burnt depending on
the needs of the user and the objectives of the user in
monitoring intake of the various food characteristics ,
- 21

Figure 4 illustrates an embodiment of the invention which
has particular application in restaurants...

17/3,K/6 (Item 5 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00973184 **Image available**

SYSTEM AND METHOD FOR INTERACTIVE ON-LINE PERFORMANCE ASSESSMENT AND
APPRAISAL

SYSTEME ET PROCEDE PERMETTANT D'EVALUER ET DE MESURER LES PERFORMANCES EN
LIGNE ET DE MANIERE INTERACTIVE

Patent Applicant/Assignee:

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Legal Representative:

COYNE Patrick J (et al) (agent), Collier Shannon Scott, PLLC, 3050 K
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200303161 A2-A3 20030109 (WO 0303161)

Application: WO 2002US20414 20020628 (PCT/WO US0220414)

Priority Application: US 2001301459 20010629

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 10480

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... the Preferred Embodiment

[0108] The present invention comprises a system and method for on-line **performance** assessment. An embodiment of the present invention is shown in Fig. 1a as system 1...further comprises competencies of a user. Competency means may further comprise a database of various **behavior traits** and skills expected of employees. Objective means further comprises **objectives** of a **user**. **Objective** means may further comprise a system whereby objectives can be assigned to a given employee
...

...manager, system administrator, or by addition by the employee.

Assessment means 30 further comprises a **performance** assessment based on the defined competencies and the defined objectives on-line, in a web...

...an employee, the ability for either a manager or the employee to initiate a 360 **performance** review, and

17/3,K/7 (Item 6 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00965611 **Image available**

METHOD AND SYSTEM FOR THE DIRECT DELIVERY OF PRODUCT SAMPLES

PROCEDE ET SYSTEME DE DISTRIBUTION DIRECTE D'ECHANTILLONS DE PRODUIT

Patent Applicant/Assignee:

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Legal Representative:

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Arlington, VA 22202, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200299719 A1 20021212 (WO 0299719)

Application: WO 2002US15146 20020524 (PCT/WO US0215146)

Priority Application: US 2001873185 20010605

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CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
Filing Language: English
Fulltext Word Count: 13168

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description

... sales in a six month period after the sampling program. The analytics unit 7 may **determine** that product sample offers to consumers who have previously not bought the product being sampled...the pre promotion sale of the product to be sampled, the analytics unit 7 can **determine** how many product samples need to be distributed the consumers who have not previously bought...

...the past six months in order to achieve the sales goal identified in the sales **goal** data.

Consumer profile criteria for selecting consumers to receive product samples may include biographic data **relating** to purchase history, such as the frequency or recency of product purchase, and may additionally...

17/3,K/8 (Item 7 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00952535 **Image available**

SYSTEM AND METHOD FOR TRAVEL CARRIER CONTRACT MANAGEMENT AND OPTIMIZATION
SYSTEME ET PROCEDE DE GESTION ET D'OPTIMALISATION DE CONTRATS DE
TRANSPORTEURS AERIENS

Patent Applicant/Assignee:

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Inventor(s):

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200286671 A2-A3 20021031 (WO 0286671)

Application: WO 2002US12551 20020422 (PCT/WO US0212551)

Priority Application: US 2001285529 20010420

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU
CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO
RU SD SE SG SI SK SL TJ TM TN TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English
Filing Language: English
Fulltext Word Count: 10301

...International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... to which it refers.

Another exemplary data set contains the data relating to the cost **measurement** indicia, such as ticket price, ticket currency, percentage of discount, etc. Other exemplary data sets...indicia listed above. Indeed, the present system is configurable to take into account various programming **goals** and **user** preferences.

The contracts directory 206 may also comprise data sets **relating** to, inter alia, data about the exchange rate for a particular country, with validity data...

17/3,K/9 (Item 8 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00915696 **Image available**

FINANCIAL INDICATOR PROCESS, SYSTEM AND ENGINE FOR ACHIEVING A FINANCIAL GOAL

PROCEDE, SYSTEME ET MOTEUR DE PLANIFICATION FINANCIERE POUR DETERMINER AU MOINS UN INDICATEUR FINANCIER PERMETTANT DE REALISER UN OBJECTIF FINANCIER PARTICULIER

Patent Applicant/Assignee:

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Legal Representative:

SCHEINFELD Robert C (et al) (agent), Baker Botts LLP, 30 Rockefeller

Plaza, New York, NY 10112, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200248833 A2-A3 20020620 (WO 0248833)

Application: WO 2001US47987 20011211 (PCT/WO US0147987)

Priority Application: US 2000734746 20001212

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO

RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZM ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZM ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6046

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... e.g., the data entered for one or more of Questions A through F), to **determine** the annual savings for the particular user who requested such

information. The **determined** data can then be transmitted via the communications network 20 to the user device of...

...user (e.g., the participant of a retirement plan) and/or other investors/parties can **determine** the
8
savings amounts for the user to further his or her retirement **goals** without requiring the **user** to make any assumptions regarding such returns. Indeed, the data requested from the user **relate** to the user's tolerance for the decline in investments, and the user's historical...

17/3,K/10 (Item 9 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00895554 **Image available**

SYSTEM AND METHOD FOR MONITORING, MANAGING AND VALUING CREDIT ACCOUNTS
SYSTEME ET PROCEDE DE SURVEILLANCE, DE GESTION ET D'EVALUATION DE COMPTES DE CREDIT

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

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BANERJEE Nana, 1525 Crescent Drive, Tarrytown, NY 10591, US, US (Residence), IN (Nationality), (Designated only for: US)

Legal Representative:

RZUCIDLO Eugene C (et al) (agent), Greenberg Traurig, LLP, 21st Floor, 885 Third Avenue, New York, NY 10022, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200229693 A1 20020411 (WO 0229693)
Application: WO 2001US31711 20011005 (PCT/WO US0131711)
Priority Application: US 2000238586 20001006

Parent Application/Grant:

Related by Continuation to: US 2000238586 20001006 (CON)

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP

KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU

SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GQ GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 9319

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... marketing programs.

It is another object of the present invention to provide an effective customer **relationship** management framework

including the identification of customers that are of the highest priority. Prioritization includes identifying: (1) which customers are most important to current financial **performance** ; (2) which customers provide the greatest value in the future; and (3) which customers offer the greatest potential value or opportunity in the future. The framework clarifies how customer **behaviors** impact portfolio **performance** , and define **objectives** for each **customer** and align marketing tactics to **customer objectives** . By establishing a **behavioral** baseline of customer migration, the framework clarifies the impact and likelihood of customer behavior change...

17/3,K/11 (Item 10 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00861570 **Image available**

METHOD AND SYSTEM FOR HEALTH ASSESSMENT AND MONITORING

PROCEDE ET SYSTEME D'EVALUATION ET DE SUIVI DE L'ETAT DE SANTE

Patent Applicant/Assignee:

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(Residence), US (Nationality)

Inventor(s):

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KOSINSKI Mark R, Quality Metric, 640 George Washington Hwy, Lincoln, RI 02865, US,

BJORNER Jakob Bue, Quality Metric, 640 George Washington Hwy, Lincoln, RI 02865, US,

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200195214 A1 20011213 (WO 0195214)

Application: WO 2001US17963 20010604 (PCT/WO US0117963)

Priority Application: US 2000209105 20000602

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK

DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ

TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 19785

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... signals to alert a user when to begin the next behavior action; when the pre- **determined** number of behavior actions has been attained; when

the pre- **determined** number of behavior actions is being exceeded; and a special alert signal. The device accepts and modifies, either automatically or manually, a **user** 's intended **goal** and the rate at which the user desires to attain the goal. In **relation** to goal and rate, it accepts and modifies the user's physical condition at the...

17/3,K/12 (Item 11 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00834642 **Image available**

METHOD FOR MAKING FINANCIAL DECISIONS BY BALANCING GOALS IN A FINANCIAL MANAGER

PROCEDE PERMETTANT DE PRENDRE DES DECISIONS FINANCIERES PAR EQUILIBRAGE D'OBJECTIFS DANS UN GESTIONNAIRE FINANCIER

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
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Inventor(s):

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200167340 A2-A3 20010913 (WO 0167340)

Application: WO 2001US40214 20010228 (PCT/WO US0140214)

Priority Application: US 2000520943 20000308; US 2000520580 20000308

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU

CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR

KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE

SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 13099

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

English Abstract

...goals may be previously selected by the user or may include a default set of **goals** , for example. The **user** is permitted to adjust preferences **related** to a selected one or more of the goals. An impact on attaining some or all of the goals is **determined** based on the adjusted preferences. The impact on attaining the goals is then displayed to...

Detailed Description

... goals may be previously selected by the user or may include a default set of **goals** , for example. The **user** is permitted to adjust preferences **related** to a selected one or more of the goals. An impact on attaining some or all of the goals is **determined** based on the adjusted preferences. Such impact may relate to any aspect of the user... goals may be previously selected by the user or may include a default set

of **goals** , for example. The **user** is then permitted to adjust preferences **related** to a selected one or more of the financial goals. See operation 102. An impact on attaining some or all of the financial goals is **determined** based on the adjusted preferences, as indicated in operation 104.

Then, in operation 106, impact...

17/3,K/13 (Item 12 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00828064 **Image available**

**METHOD AND APPARATUS FOR CONDUCTING OR FACILITATING A PROMOTION
PROCEDE ET APPAREIL POUR CONDUIRE OU FACILITER UNE PROMOTION**

Patent Applicant/Assignee:

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Patent Applicant/Inventor:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200161610 A2 20010823 (WO 0161610)

Application: WO 2001US5235 20010216 (PCT/WO US0105235)

Priority Application: US 2000183391 20000218; US 2000604898 20000628

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 29377

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... may be required to view an advertisement), the user might have to

achieve a certain **performance** level at a game or other test of skill or predominant skill (e.g., a...

...or navigate successfully in a flight simulation), the user might have to achieve a certain **performance** level at a game of luck or predominant luck, the user might have to teach or coax another into achieving a certain **performance** level at a game or test of skill (e.g., the user might have to...

...might have to interact with one or more third parties in the performance of some **behavior** or the achievement of some **goal**, the **user** might have to perform any one or more of the other described **behaviors** within a particular time frame, etc. A qualifying action may also be based on an...

17/3,K/14 (Item 13 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00813252 **Image available**

SYSTEM AND METHOD FOR CREATING A TRUE CUSTOMER PROFILE

SYSTEME ET PROCEDE DE CREATION D'UN VERITABLE PROFIL DE CLIENT

Patent Applicant/Assignee:

NDEX SYSTEMS INC, 360 St-Jacques West, 20th Floor, Suite 2000, Montreal,
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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200146876 A2 20010628 (WO 0146876)

Application: WO 2000CA1529 20001219 (PCT/WO CA0001529)

Priority Application: CA 2293031 19991220

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 8747

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... comparison between the initial self-perceived consumer's consumption profile and the actual tracked consumption **behaviour** of the **consumer**.

This stated **objective** is to be achieved first and foremost by recognizing that inconsistencies often exist between the...

...and actual (physical) "needs" that influence a consumer's consumption decision and by

establishing a **correlative** bridge between a consumer's self-perceived consumption profile (wants), and his actual consumption behaviour...

17/3,K/15 (Item 14 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00809392 **Image available**

**SYSTEM AND METHOD FOR EVALUATING WORK PRODUCT
SYSTEME ET PROCEDE D'EVALUATION D'UNE OEUVRE**

Patent Applicant/Assignee:

AMERICAN EXPRESS TRAVEL RELATED SERVICES COMPANY INC, American Express
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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200143022 A2 20010614 (WO 0143022)

Application: WO 2000US33023 20001206 (PCT/WO US0033023)

Priority Application: US 99169375 19991207

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 4935

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Detailed Description

... advisor to obtain financial advice. For example, a person may hire a financial advisor to **determine** how to properly invest for his retirement, or to ask for advice as to how...

...client. This advice may includ@,4 general financial advice or may include more specific advice **relating** to the **client** 's stated **goals** .

Ideally, the information presented is specifically tailored for the client and lists, in detail, recommended...

17/3,K/16 (Item 15 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00806384

NETWORK AND LIFE CYCLE ASSET MANAGEMENT IN AN E-COMMERCE ENVIRONMENT AND METHOD THEREOF
GESTION D'ACTIFS DURANT LE CYCLE DE VIE ET EN RESEAU DANS UN ENVIRONNEMENT DE COMMERCE ELECTRONIQUE ET PROCEDE ASSOCIE

Patent Applicant/Assignee:

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(Residence), US (Nationality)

Inventor(s):

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Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 38th Floor,
2029 Century Park East, Los Angeles, CA 90067-3024, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139030 A2 20010531 (WO 0139030)

Application: WO 2000US32324 20001122 (PCT/WO US0032324)

Priority Application: US 99444775 19991122; US 99447621 19991122

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CU CZ DE DK

DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR

TT UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 171499

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... systems, and security to prevent a customer from harming their network or those of other

customers . The aim is to provide meaningful and timely customer contact

experiences as frequently as the customer requires...

17/3,K/17 (Item 16 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00806383

COLLABORATIVE CAPACITY PLANNING AND REVERSE INVENTORY MANAGEMENT DURING DEMAND AND SUPPLY PLANNING IN A NETWORK-BASED SUPPLY CHAIN ENVIRONMENT AND METHOD THEREOF

PLANIFICATION EN COLLABORATION DES CAPACITES ET GESTION ANTICIPEE DES STOCKS LORS DE LA PLANIFICATION DE L'OFFRE ET DE LA DEMANDE DANS UN ENVIRONNEMENT DE CHAINE D'APPROVISIONNEMENT FONDEE SUR LE RESEAU ET

PROCEDE ASSOCIE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
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Inventor(s):

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Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly, LLP, 1400 Page Mill Road, Palo Alto, CA 94304, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139029 A2 20010531 (WO 0139029)

Application: WO 2000US32309 20001122 (PCT/WO US0032309)

Priority Application: US 99444655 19991122; US 99444886 19991122

Designated States: AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE

DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR

LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL

TJ TM TR TT TZ UA UG UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 157840

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... must upgrade to ISDN terminal equipment, central office hardware, and central office software. The ostensible. **goals** of ISDN include the following.

1) To provide an internationally accepted standard for voice, data...

17/3,K/18 (Item 17 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00805494 **Image available**

HEALTH MANAGEMENT SYSTEM WITH CONNECTION TO REMOTE COMPUTER SYSTEM

SYSTEME DE GESTION SANITAIRE RELIE A UN SYSTEME ORDINATEUR DISTANT

Patent Applicant/Assignee:

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Legal Representative:

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Birmingham, MI 48009, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200139089 A1 20010531 (WO 0139089)

Application: WO 2000US32331 20001124 (PCT/WO US0032331)

Priority Application: US 99167276 19991124; US 2000177011 20000119; US
2000177009 20000119; US 2000177016 20000119; US 2000178979 20000128; US
2000194126 20000403; US 2000195779 20000410; US 2000200428 20000428; US
2000201902 20000504; US 2000207051 20000525; US 2000207089 20000525; US
2000209921 20000607; US 2000721382 20001122

Designated States: AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES
FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD
MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ
VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 14196

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... weight, and resting metabolic rate of the user. The server software analyzes the data in **relation** to the probability of the **user** meeting weight **goals** , and provides feedback to the user over the communications network. For example, if the resting...

...allowing the server software to act as an expert system. For example it may be **determined** that the resting metabolic rate of specific demographic groups is likely to respond positively to...

17/3,K/19 (Item 18 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00797970 **Image available**

INVESTMENT ADVICE SYSTEMS AND METHODS

SYSTEMES ET PROCEDES DE CONSEIL EN INVESTISSEMENTS

Patent Applicant/Assignee:

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Inventor(s):

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200131538 A1 20010503 (WO 0131538)

Application: WO 2000US29450 20001025 (PCT/WO US0029450)

Priority Application: US 99161258 19991025

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ
DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG
SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 22051

Main International Patent Class: G06F-017/60
Fulltext Availability:
Claims

Claim

... where the designers know the client well and the client requires a higher degree of **performance** and integration. System designers use this scenario, for example, for business customers who want to...on another server 56, which extracts information from the production database and creates reports for **performance** tracking 52 and billing 54. As will be clear to those of skill in the...

...Industry/Sector.

The following use case cards describe various use cases:

Use Case: Invest 122

CHARACTERISTIC INFORMATION

Goal in Context: **Individual** investor decides to invest cash into portfolio in hopes of earning a high return on...

17/3,K/20 (Item 19 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00793243 **Image available**

ORGANIZATION OF INFORMATION TECHNOLOGY FUNCTIONS

ORGANISATION DE FONCTIONS DE TECHNOLOGIE DE L'INFORMATION

Patent Applicant/Assignee:

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US (Residence), US (Nationality)

Inventor(s):

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SIGMUND Larry A, 443 Sunset Drive, Crystal Lake, IL 60014, US,
SMITH Cathern M, 1416 W. Melrose #1, Chicago, IL 60657, US,

Legal Representative:

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Chicago, IL 60610, US,

Patent and Priority Information (Country, Number, Date):

Patent: WO 200125877 A2-A3 20010412 (WO 0125877)

Application: WO 2000US27857 20001006 (PCT/WO US0027857)

Priority Application: US 99158259 19991006

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 43417

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... those that were developed previously. In one embodiment, this group develops a program that aligns **individual** and organizational **goals** and that reinforces employees' **behaviors** in support of the capabilities via financial compensation and financial or non-financial rewards. Note that Human **Performance** planning and on-going support is defined in the Human Performance Management Function Category. In many instances the Human **Performance** Infrastructure will I 0 already be in place. This function set defines the key functions required in building the Human **Performance** Infrastructure.

A group or function for recruiting and selection program development is one that develops...

17/3,K/21 (Item 20 from file: 349)

DIALOG(R) File 349:PCT FULLTEXT

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00789607

**REMOTE METHODS, SYSTEMS AND INTERFACES FOR INTEGRATING GOALS AND FINANCES
PROCEDES, SYSTEMES ET INTERFACES SITUES A DISTANCE, PERMETTANT
L'INTEGRATION D'OBJECTIFS ET DE FINANCES**

Patent Applicant/Assignee:

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(Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

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(Residence), FR (Nationality), (Designated only for: US)

Patent and Priority Information (Country, Number, Date):

Patent: WO 200122307 A2 20010329 (WO 0122307)

Application: WO 2000IB1418 20000919 (PCT/WO IB0001418)

Priority Application: US 99405491 19990924

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6860

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... on the user's remote computer will be a lightweight database suitable for storing data **related** to the user financial database, the **user goal** database and the goal accomplishment forecast, an interface process

operable to assist the user in...

Claim

... and goal strategizing, the remote computer including: (i) a lightweight database suitable for storing data **related** to said user financial database, said **user goal** database and said goal accomplishment forecast;
(ii) an interface process operable to assist said user...

17/3,K/22 (Item 21 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00789595

INTELLIGENT INTERFACES FOR INTEGRATING GOALS AND FINANCES IN AN INTUITIVE MANNER INTERFACES INTELLIGENTES PERMETTANT UNE INTEGRATION INTUITIVE D'OBJECTIFS ET DE FINANCES

Patent Applicant/Assignee:

DKG, 5, boulevard Royal, Boite postale 471, L-1449 Luxembourg, LU, LU
(Residence), LU (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

AKE Dan, 5, boulevard Royal, Boite postale 471, L-1449 Luxembourg, LU, LU
(Residence), FR (Nationality), (Designated only for: US)

ADNOT Federic X, 6, rue des Petits Carreaux, F-75002 Paris, FR, FR
(Residence), FR (Nationality), (Designated only for: US)

Patent and Priority Information (Country, Number, Date):

Patent: WO 200122253 A2 20010329 (WO 0122253)

Application: WO 2000IB1421 20000918 (PCT/WO IB0001421)

Priority Application: US 99406012 19990924

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 6905

Main International Patent Class: G06F-017/60

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... integrated to determine a goal accomplishment forecast. Preferably, the goal accomplishment forecast includes a forecast **related** to at least one particular **goal** in the **user goal** database. An image is then associated for the particular goal. The image preferably has an...

...the image. Finally, the image is displayed, thus providing the user with an intuitive feedback **related** to the particular goal.

In another embodiment, a **user goal** database is developed defining at least one particular user goal. Preferably, the user goal database...on the user's remote computer will be a lightweight database suitable for

storing data **related** to the user financial database, the **user goal** database and the goal accomplishment forecast, an interface process operable to assist the user in...

Claim

... goals
including financial, non-financial, and mixed goals;
integrating said user financial database and said **user goal** database to **determine** a goal accomplishment forecast, said goal accomplishment forecast including a forecast **related** to said
at least one particular goal;
associating an image with said at least one...

...least one particular goal; and displaying said image associated with said at least one particular **user goal** thereby 'ding said **user** intuitive feedback **related** to said at least one particular goal.
provi

2 A computer implemented method as recited...

17/3,K/23 (Item 22 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00789594

METHODS AND SYSTEMS PROVIDING A PERSISTENT EVOLVING DATABASE
PROCEDES ET SYSTEMES FOURNISSANT UNE BASE DE DONNEES A EVOLUTION CONTINUE

Patent Applicant/Assignee:

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(Residence), LU (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

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ADNOT Frederic X, 6, rue des Petits Careaux, F-75002 Paris, FR, FR
(Residence), FR (Nationality), (Designated only for: US)

Patent and Priority Information (Country, Number, Date):

Patent: WO 200122252 A2 20010329 (WO 0122252)

Application: WO 2000IB1417 20000919 (PCT/WO IB0001417)

Priority Application: US 99405448 19990924

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

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Publication Language: English

Filing Language: English

Fulltext Word Count: 7223

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... on the user's remote computer will be a lightweight database suitable for storing data **related** to the user financial database, the **user goal** database and the goal accomplishment forecast, an interface process

operable to assist the user in...

17/3,K/24 (Item 23 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00781818 **Image available**

ON-LINE EXPERIMENTATION

EXPERIMENTATION EN LIGNE

Patent Applicant/Assignee:

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Inventor(s):

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Legal Representative:

WOO Philip W (et al) (agent), Skjervén, Morrill, MacPherson LLP, Suite
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200114952 A2-A3 20010301 (WO 0114952)

Application: WO 2000US23530 20000825 (PCT/WO US0023530)

Priority Application: AU 992468 19990826; US 2000648429 20000825

Designated States: AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ

DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ

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SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

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Publication Language: English

Filing Language: English

Fulltext Word Count: 16555

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Claims

Detailed Description

... begins at step 202 where, for the present experiment, experiment engine 30 identifies the desired **objectives** /outcomes for **user behavior** . Such outcomes or objectives can be, for example, increasing sales and profits, improving electronic marketing...

...which elemental components of the particular set of content 15 may potentially influence user behavior **related** to the desired objectives/outcomes. This can be part of a designed experiment.

34

At...

Claim

... the experiment engine is operable to store data relating to the set of content elements, **objective user behavior** to be observed, and users allocated to receive treatment during the experiment.

5 The system...

...observation data.

16 The method of Claim 15 wherein defining an experiment comprises:
identifying desired **objectives** for **user behavior** ;
identifying which treatments may influence user **behavior related** to
the desired
objectives; and
generating the various treatments using different combinations of the
content...

17/3,K/25 (Item 24 from file: 349)

DIALOG(R)File 349:PCT FULLTEXT

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00775310

**A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR DETERMINING CAPABILITY
LEVELS OF A RELEASE MANAGEMENT PROCESS AREA FOR PROCESS ASSESSMENT
PURPOSES IN AN OPERATIONAL MATURITY INVESTIGATION
SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR DETERMINER LES NIVEAUX DE
CAPACITE D'UNE ZONE DU PROCESSUS DE GESTION DE DIFFUSION A DES FINS
D'EVALUATION DE PROCESSUS DANS UNE ETUDE DE MATURETE OPERATIONNELLE**

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

GREENBERG Nancy S, 5529 Newton Avenue South, Minneapolis, MN 55410, US,
US (Residence), US (Nationality), (Designated only for: US)
WINN Colleen R, 11472 Fairfield Road #103, Minnetonka, MN 55305, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HICKMAN Paul L (agent), Oppenheimer Wolff & Donnelly LLP, 1400 Page Mill
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200108074 A2 20010201 (WO 0108074)

Application: WO 2000US20278 20000726 (PCT/WO US0020278)

Priority Application: US 99361335 19990726

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LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

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Publication Language: English

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Fulltext Word Count: 85690

Main International Patent Class: **G06F-017/60**

Fulltext Availability:

Detailed Description

Detailed Description

... fundamental to the effective technical execution of an operations
environment. More particularly, each process is **characterized** by its
goals and purpose, which are the essential measurable objectives of a
process. Each process area has...Areas Service Level Agreement Management

Operational Level Agreement Management

1 6

Service Desk

Service Pricing

- **User** Administration

Category **Goals** To effectively manage **customer** expectations

To provide consistent and agreed upon service and performance

To effectively tie business requirements...at a particular time? If so how frequently is the efficiency assessed? Are any efficiency- **related** targets set?

Base Practice: 2 6 Tape Management

What is your procedure for requesting, locating...

...Process Area 2. 1 0 Mass Storage Management

Process Area Mass storage involves those activities **related** to the handling of various types of centralized -Description and distributed storage media (e.g...changes

Base Practices

BP Number 3 1

BP Name Analyze change request priorities

BP Description **Determine** if change is emergency or planned.

El` "' @ a @ m pil e The management of change...

...3 2

A"ame Confirm technical feasibility of the release package

UIPl

111)es'cription **Determine** release effort based on SLAs. SLAs should outline the type of equipment the pa kage...

...Name Define contents of the release package

Description The purpose of this activity is to **determine** flie boundaries of the release package.

Confirming the plaffiorm, distribution lists, configuration and data parameters...

...confirm with appropriate parties BPOescription Document the release schedule and confirm it with appropriate parties **Determine** whether schedule will be impacted by issues or problems that arise. Change release schedule as...References

MODE Q

MODE vI Toolkit

Process Area: Release Management

Level I

Assessment Indicators: Process **Performance**

Generic Practice: Ensure that Base practices are performed

Base Practice Example of Assessment Indicator Assessment...

...coordinated.

Level 2

Process Generic Practice Example of Assessment Indicator Assessment

Attribute Indicators

at Client

Performance GP2.1 Establish and A policyfor release planning and tracking exists Management maintain a policy...

...s

training capabilities.

information received from these groups, and **determining** whether or not the schedule will be negatively impacted by any activity taking place. If ...therefore must be carefully planned, synchronized, executed and, if necessary, regre@sed.

PA's Base **Identify** Architecture appropriate for environment
Practices **Identify** Architectures Per Business Process
Detailed Design
PA@,4@oals To deliver new products or services...

...to
Ratio of emergency versus planned changes
Base Practices
BP Number 3 1
BP Name **Identify** Architecture appropriate for environment
BP-Descri tion The purpose of this activity is to **identify** which architecture(s) may be useful in the given
P
environment(s) topology. There are...

...the upgrade during the evening or other down time.
'BP Number 3 2
BP Name **Identify** Architectures Per Business Process
BP Description The purpose of this activity is to **determine** which of the architectures that have been identified can be used depending upon the business...

17/3,K/26 (Item 25 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
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00775300

A SYSTEM, METHOD AND ARTICLE OF MANUFACTURE FOR DETERMINING CAPABILITY LEVELS OF A MONITORING PROCESS AREA FOR PROCESS ASSESSMENT PURPOSES IN AN OPERATIONAL MATURITY INVESTIGATION

SYSTEME, PROCEDE ET ARTICLE MANUFACTURE POUR DETERMINER LES NIVEAUX DE CAPACITE D'UNE ZONE DE PROCESSUS DE SURVEILLANCE A DES FINS D'EVALUATION DE PROCESSUS DANS UNE ETUDE DE MATURETE OPERATIONNELLE

Patent Applicant/Assignee:

ACCENTURE LLP, 1661 Page Mill Road, Palo Alto, CA 94304, US, US
(Residence), US (Nationality), (For all designated states except: US)

Patent Applicant/Inventor:

GREENBERG Nancy S, 5529 Newton Avenue South, Minneapolis, MN 55410, US,
US (Residence), US (Nationality), (Designated only for: US)

WINN Colleen R, 11472 Fairfield Road #103, Minnetonka, MN 55305, US, US
(Residence), US (Nationality), (Designated only for: US)

Legal Representative:

HICKMAN Paul L (et al) (agent), Oppenheimer Wolff & Donnelly LLP, 38th
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Patent and Priority Information (Country, Number, Date):

Patent: WO 200108004 A2 20010201 (WO 0108004)

Application: WO 2000US20280 20000726 (PCT/WO US0020280)

Priority Application: US 99361622 19990726

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FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD

MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG US

UZ VN YU ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM
Publication Language: English
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Fulltext Word Count: 77527

Main International Patent Class: **G06F-017/60**
Fulltext Availability:
Detailed Description

Detailed Description

... description, a Process Category has a defined purpose and measurable goals and consists of logically **related** set of Process Areas that collectively address the purpose and **goals**, in the same general area of activity.

The purpose of Process Categories is to organize...dares. times.

conrinzenci- dares and nmes tifprobiems arise) and deliverables.

BP Number 3 2

BPName **Determine** whether schedule will be impacted based on issues or problems that arise BP Description Supeested...electronic or hard copy schedule noting prep, training and customer n-pes is available.

@ 2 **Determine** whether schedule When questioned. personnel can describe what would Nvill be impacted based on issues...

...within the deployment

group

GP2.4 Collect data to Data are collected. for example: number

measure performance batch jobs per month, number of hours of

per batch job, etc

GP2.5...

...Attribute Generic Practice Example of Assessment Indicator Assessment Indicators

at Client

Process GP4.1 Establish **measurable** I Deployment plan is based on strategic ' **Measurement** quality objectives for the business needs vs. industrv standards.

operations environment

GP4.2 Automate data...mode of communication is used to distribute reports? How often?

Are qualified iquantiflable deployment milestones **determined** and reported to all internal external groups?

Are customers provided with a contact person to...

...Deployment is responsible for managing these groups. coordinating the information received from these groups. and **determining** whether or not the schedule will be negatively impacted ...Name Idennfv Architectures Per Business Process

BP Description The purpose of this actiNity is to **determine** which of the architectures that have been identified can be used depending upon the business...sojiware

distribution)sill take place for the new software

Software and data distribution personnel can

identify an architecture for each distribution.

3. 5.21 Identify architectures per On-line processing is used with new software.

business process Software and data distribution personnel can **identify** which business processes are used.

5. 3 Detailed Design A detail design shows overlap into...

...software

and data distribution

GP2.4 Collect data to Data are collected. for example: total

measure performance i number of batch rollouts scheduled per month, number of hours used per month for rollouts...

...Attribute Generic Practice i Example of Assessment Indicator Assessment Indicators

at Client

Process GP4.1 Establish **measurable** 1 Software and data distribution is based i **Measurement** quality objectives for the on strategic business needs vs. industry operations environment standards.

GP4.2...are aware of migration control and their capabilities.

GP2.4 Collect data to Data are collected for example: number

measure performance of migrations per month, number of migrations into testing, etc.

GP2.5 Maintain Status reports...

...Attribute Generic Practice Example of Assessment Indicator Assessment Indicators

at Client

Process GP4.1 Establish **measurable** Addressing and responding to migration **Measurement** quality objectives for the i control issues based on strategic operations environment business needs vs. industry...goals in place for migration control? If yes. what are they and are they

9

measured against metrics? Are these metrics analyzed against business goals and reported on. If yes, how...

...migration control process reviewed for continuous improvement? If yes, are these improvements ever deployed and **measured** against metrics and business goals? -Are there enough resources provided for the migration control process...entire site.

BP Number 3 7

BP Name Content Azine

BP Description The process of **identifying** content that needs to be removed from the application and what should happen to it when...Indicator Assessment

Indicators

at Client

Process GP4.1 Establish License management is based on strategic

Measurement **measurable** quality business needs vs. industry standards.

objectives for the
operations environment
GP4.2 Automate data...

...Practice: 3 3 Support Various License Types

1. Are various license types supported? If yes. **identify** ?

How are license renewals handled? By whom?

Are notices sent when license ...management process conducted for
continual improvement?

3. If improvements are implemented. how are the outcomes **measured** ?

4. What training is provided to new and existing personnel regarding the
license management

process...Attribute i Generic Practice iExample of Assessment Indicator
Indicators

at Client

Process GP4.1 Establish measurable Quantitative targets for assessing
asset

Measurement quality objectives for the management performance are
operations environment periodically set.

GP4.2 Automate data All predefined...

...asset management process and

Improvement tasks and processes relevant technologies are periodically,

reviewed to **identify** potential

enhancement Actions are taken to

implement improvements undergone

Process Change GP 1: Deploy 'best...inventory?

Generic Questions for Process Area

Is the asset management tool/process periodically reviewed to **identify**
potential improvements? If

so. how frequently does this occur and who controls this process?

How is performance of asset management functions **measured** ?

182

Are any performance targets (e.g. percent of incorrect asset data in
system) for...as they are received.

PA's Base Maintain vendor information

Practices Receive and log request

Identify vendor and place order

Track orders

Ensure timely/accurate delivery & log assets received

Manage returns...

...on item, amount, supplier, prices, technical specifications and dates.

BP Number 3 3

BP Name **Identify** vendor and place order

BP Description Once a request has been approved and a purchase...

17/3,K/27 (Item 26 from file: 349)

DIALOG(R) File 349: PCT FULLTEXT

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00557633

COMPUTER SYSTEM AND COMPUTER-IMPLEMENTED METHOD FOR ELECTRONIC COMMERCE
SYSTEME INFORMATIQUE ET TECHNIQUE MISE EN OEUVRE PAR ORDINATEUR DE COMMERCE
ELECTRONIQUE

Patent Applicant/Assignee:

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Legal Representative:

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Patent and Priority Information (Country, Number, Date):

Patent: WO 200021006 A1 20000413 (WO 0021006)

Application: WO 99US22885 19991001 (PCT/WO US9922885)

Priority Application: US 98102949 19981002; US 99119176 19990208; US
99119182 19990208; US 99119183 19990208

Designated States: AE AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE

ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT

LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT

UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW SD SL SZ TZ UG ZW

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Publication Language: English

Filing Language: English

Fulltext Word Count: 17054

Main International Patent Class: G06F-017/60

Fulltext Availability:

Claims

Claim

... value assigned to the product offering based on relationships between
a first plurality of variables **characterizing** the product offering and
a second plurality of variables **characterizing** the **customer**
objectives , and detailed data on the **relationships** .

80 A computer-implemented method for facilitating online shopping by a
customer the method comprising...

...value assigned to the product offering based on relationships between a
first plurality of variables **characterizing** the product offering and a
second plurality of variables **characterizing** the **customer objectives**
, and detailed data on the **relationships** .

84 A graphical user interface in a computer system to facilitate online
shopping by

a...

| Set | Items | Description |
|-----|---------|--|
| S1 | 26 | AU=(MCNEIL D? OR MCNEIL, D?) |
| S2 | 2139724 | CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUSTOMER? - OR CLIENT? OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? OR PERS- ON? ? |
| S3 | 222999 | GOAL? ? OR AIM OR OBJECTIVE? |
| S4 | 477885 | PERFORMANC? |
| S5 | 1232992 | BEHAVIOR? OR BEHAVIOUR? OR HABIT? OR TRAIT? ? OR CHARACTER? |
| S6 | 1926048 | DETERMIN? OR IDENTIFY? OR MEASUR? |
| S7 | 1388705 | CORRELAT? OR RELAT? |
| S8 | 2996548 | MODEL? ? OR SYSTEM? ? |
| S9 | 1700 | S2(2N)S3 |
| S10 | 0 | S1 AND S9 |
| S11 | 49 | S9(15N)S5 - <i>note - all considered</i> |
| S12 | 355 | S2(5N)GOAL? ? |
| S13 | 0 | S1 AND S11 |
| S14 | 184 | S12 AND (S4 OR S5 OR S6 OR S7) |
| S15 | 40 | S14 AND IC=G06F-017/60 |
| S16 | 39 | S15 NOT S11 - <i>KuIC/htu - all considered</i> |

? show files

File 344:Chinese Patents Abs Aug 1985-2003/Apr

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File 347:JAPIO Oct 1976-2003/Jun(Updated 031006)

(c) 2003 JPO & JAPIO

File 350:Derwent WPIX 1963-2003/UD,UM &UP=200369

(c) 2003 Thomson Derwent

File 371:French Patents 1961-2002/BOPI 200209

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16/5/1 (Item 1 from file: 347)
DIALOG(R)File 347:JAPIO
(c) 2003 JPO & JAPIO. All rts. reserv.

07483473 **Image available**
DIETARY LIFE ASSISTING SYSTEM

PUB. NO.: 2002-351991 [JP 2002351991 A]
PUBLISHED: December 06, 2002 (20021206)
INVENTOR(s): FUKAMI KATSUYA
APPLICANT(s): JAPAN TOBACCO INC
APPL. NO.: 2001-156391 [JP 20011156391]
FILED: May 25, 2001 (20010525)
INTL CLASS: G06F-017/60 ; A23L-001/29

ABSTRACT

PROBLEM TO BE SOLVED: To provide a dietary life assisting system by which a **user** can achieve a prescribed **goal** such as reducing his/her weight, preventing high blood pressure, etc., as the result of continuing carrying out of a dietary life without losing the amusement of meals even in the case of living his/her dietary life with the goal.

SOLUTION: The system has a health condition specifying means for obtaining information for specifying the health condition of the user to specify the health condition of the user based on the information, a storage means for storing first food material information required for extracting food material suitable for the health condition of the user, second food material information giving influence to the selecting tendency of food material by the user and menu information for **correlating** the food material and the menu, a menu designing means for selecting the candidate of proper food material to the health condition of the user by referring to the first information, specifying the proper food material by referring to the second information from the candidate and designing the menu by referring to the menu information from the specified food material, and an information distribution means for outputting the designed menu.

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16/5/2 (Item 2 from file: 347)
DIALOG(R)File 347:JAPIO
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07391116 **Image available**
METHOD, DEVICE, AND PROGRAM FOR RECORD DISTRIBUTION OF RUNNING RACE, AND RECORDING MEDIUM

PUB. NO.: 2002-259617 [JP 2002259617 A]
PUBLISHED: September 13, 2002 (20020913)
INVENTOR(s): HASHIMOTO JIRO
APPLICANT(s): RUNNERS KK
APPL. NO.: 2001-058577 [JP 20011058577]
FILED: March 02, 2001 (20010302)
INTL CLASS: G06F-017/60

ABSTRACT

PROBLEM TO BE SOLVED: To enable a runner who participates in a running race to easily know the predicted time when the runner will pass **measurement** points set in the course during his or her running.

SOLUTION: While participant data and course data are read (S31, S32), the

identification numbers of chips issued to the participants on the day of the race are read in (S33). The participants puts the issued chips on shoes and run in the course. When the participants start, the start time is read in (S34). When a participant passes a point of, for example, 10 km, the passage time is read in (S35). The passage time of the point of 10 km is e-mailed to the mail address that the participant specifies (S38). Electronic mail is similarly sent at points of 20 km, 30 km, and 40 km (S35 to S38). When the **participant** reaches the **goal** (S36), a result report is sent (S39).

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16/5/3 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015648655 **Image available**

WPI Acc No: 2003-710838/200367

XRPX Acc No: N03-568414

Supply management system for goods, has messaging manager that receives determined exception indicating procurement problem, triggers action to correct exemption and generates interactive output to external entity

Patent Assignee: VIENTITY PRIVATE LTD (VIEN-N)

Inventor: WONG Y

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20030149578 | A1 | 20030807 | US 2001294564 | P | 20010601 | 200367 B |
| | | | US 2002157989 | A | 20020531 | |

Priority Applications (No Type Date): US 2001294564 P 20010601; US 2002157989 A 20020531

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|----------------|------|-----|-------------|-------------------------|---------------|
| US 20030149578 | A1 | 62 | G06F-017/60 | Provisional application | US 2001294564 |

Abstract (Basic): US 20030149578 A1

NOVELTY - The system has a processor (36) that evaluates a request against a set of indicators and **determines** whether the request involves an exception indicating procurement problem. A message manager (39) receives **determined** result if request involves exception and triggers an action to correct exemption to generate an interactive output to an external entity. The exception data is adjusted in real time based on data type.

DETAILED DESCRIPTION - The exception is incorporated onto the exception data if it is of new type and modified if it is not a new type to adjust the exception data in real-time to incorporate exception. INDEPENDENT CLAIMS are also included for the following:

(1) a method for managing a supply of a good based on a request for good

(2) a computer program for enabling a computer to perform predetermined operations

USE - Used for evaluating and managing procurement.

ADVANTAGE - The system emulates the intelligence and administrative capabilities of an experienced procurement officer and cascades management **goals** to **individual** part level to facilitate control. The system allows the user to specify data and access rights that limit the data user for a specific function or part association.

DESCRIPTION OF DRAWING(S) - The drawing shows a network system. Server box (27)

communication station (34)
Modem (37)
Processor (36)
Message manager (39)
pp; 62 DwgNo 12/12
Title Terms: SUPPLY; MANAGEMENT; SYSTEM; GOODS; MESSAGING; MANAGE; RECEIVE;
DETERMINE ; INDICATE; PROBLEM; TRIGGER; ACTION; CORRECT; GENERATE;
INTERACT; OUTPUT; EXTERNAL; ENTITY
Derwent Class: T01
International Patent Class (Main): G06F-017/60
File Segment: EPI

16/5/4 (Item 2 from file: 350)
DIALOG(R) File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

015608762 **Image available**
WPI Acc No: 2003-670919/200363
XRPX Acc No: N03-535731

Total customer experience action implementing method, involves determining department goal that relates with business objective along with associated success metric and taking measurable action to accomplish goal

Patent Assignee: DAVIS L D (DAVI-I); FARNES C D (FARN-I); GOODWIN R A (GOOD-I); RIDEOUT T B (RIDE-I)

Inventor: DAVIS L D; FARNES C D; GOODWIN R A; RIDEOUT T B

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|--------------|------|----------|----------|
| US 20030130877 | A1 | 20030710 | US 200243756 | A | 20020109 | 200363 B |

Priority Applications (No Type Date): US 200243756 A 20020109

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|----------------|------|--------|-------------|--------------|
| US 20030130877 | A1 | 19 | G06F-017/60 | |

Abstract (Basic): US 20030130877 A1

NOVELTY - The method involves gathering data that is associated with a business organization and its **customers**. A department **goal** is **determined** along with an associated success metric for accomplishing the departmental goal. The departmental goal is closely associated with the business objective of the organization. A **measurable** action is taken to accomplish the department goal.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

(a) a computer readable medium having code for causing a computer to perform customer service action

(b) a customer service action implementation system.

USE - Used for implementing total customer experience (TCE) action in large-scale business organizations.

ADVANTAGE - The method enables large-scale business organizations to **determine** whether they are providing a satisfactory level of service to their customers.

DESCRIPTION OF DRAWING(S) - The drawing shows a block diagram of a TCE delivery system.

pp; 19 DwgNo 5/7

Title Terms: TOTAL; CUSTOMER; EXPERIENCE; ACTION; IMPLEMENT; METHOD;
DETERMINE ; DEPARTMENT; GOAL; **RELATED** ; BUSINESS; OBJECTIVE; ASSOCIATE;
SUCCESS; METRIC; **MEASURE** ; ACTION; ACCOMPLISH; GOAL

Derwent Class: T01
International Patent Class (Main): G06F-017/60
File Segment: EPI

16/5/5 (Item 3 from file: 350) *BAD DATE*
DIALOG(R) File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

015596329 **Image available**
WPI Acc No: 2003-658484/200362
XRPX Acc No: N03-524804

**Community of practice establishment method for development of e.g.
employee training program, involves identifying roles and
responsibilities of participants and respective goals , based on need
for community of practice**

Patent Assignee: COFFEY J M (COFF-I); JEANBLANC A H (JEAN-I)

Inventor: COFFEY J M; JEANBLANC A H

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20030101066 | A1 | 20030529 | US 2001995822 | A | 20011129 | 200362 B |

Priority Applications (No Type Date): US 2001995822 A 20011129

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|----------------|------|--------|-------------|--------------|
| US 20030101066 | A1 | 10 | G06F-017/60 | |

Abstract (Basic): US 20030101066 A1

NOVELTY - A need for community of practice (100) is identified. The roles and responsibilities for the participants in the community of practice and respective goals are **determined** based on the identified need. The identified goals are achieved by collaboration of the participants.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) knowledge management method; and
- (2) knowledge management system.

USE - For establishing community of practice to achieve goals such as for creating design guide for new product or developing software product for testing new product, for distributing information from recent symposia or meetings or collecting feedback from organizational locations, for developing training programs for new employees and providing networking between persons in organization and for business applications.

ADVANTAGE - The new participants in the community of practice can be quickly trained, because the tools, standards and training materials are available in one location.

DESCRIPTION OF DRAWING(S) - The figure shows a block diagram of the knowledge management system for establishing community of practice.

need for community of practice (100)
pp; 10 DwgNo 1/5

Title Terms: COMMUNAL; PRACTICE; ESTABLISH; METHOD; DEVELOP; EMPLOY;
TRAINING; PROGRAM; **IDENTIFY** ; PARTICIPATING; RESPECTIVE; GOAL; BASED;
NEED; COMMUNAL; PRACTICE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/6 (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

015504603 **Image available**
WPI Acc No: 2003-566750/200353
XRPX Acc No: N03-450543

Human control system for multi-mode network marketing, calculates user funding performance standards prerequisite relative to minimum performance standard, to verify whether requisite of user are satisfied

Patent Assignee: TEACHERSON G A (TEAC-I)

Inventor: TEACHERSON G A

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| US 6578010 | B1 | 20030610 | US 95461150 | A | 19950605 | 200353 B |

Priority Applications (No Type Date): US 95461150 A 19950605

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|------------|------|-----|-------------|----------|--------------|
| US 6578010 | B1 | 12 | G06F-017/60 | | |

Abstract (Basic): US 6578010 B1

NOVELTY - The includes a processor which calculates minimum set of funding **performance** standards prerequisites for user with respect to breakdown amount calculated using rules stored in computer (12). Another processor verifies calculated standard **relative** to the minimum funding **performance** standards to verify whether the requisite of the user are satisfied.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for computerized system for enabling human control networking system.

USE - Human control system for multi-mode network marketing.

ADVANTAGE - Enables safekeeping entity funding flow, thus preventing loss of funds of the individual. The user is enabled to reach for higher **goal**, as the requisite of the **user** is satisfied, reliably.

DESCRIPTION OF DRAWING(S) - The figure is a flowchart showing the operations of the human control system for multimode network marketing.

computer (12)

pp; 12 DwgNo 2/2

Title Terms: HUMAN; CONTROL; SYSTEM; MULTI; MODE; NETWORK; MARKET;

CALCULATE; USER; **PERFORMANCE**; STANDARD; **RELATIVE**; MINIMUM;

PERFORMANCE; STANDARD; VERIFICATION; REQUIRE; USER; SATISFY

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/7 (Item 5 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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015493661 **Image available**
WPI Acc No: 2003-555808/200352
XRPX Acc No: N03-441460

Computer-based risk management method for options trading, involves calculation of ranking criterion for hedging strategies selected by selection algorithm and displaying ranked set of hedging strategies

Patent Assignee: WILLIAMS M S (WILL-I)

Inventor: WILLIAMS M S

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20030069821 | A1 | 20030410 | US 2001315334 | P | 20010829 | 200352 B |
| | | | US 2002233164 | A | 20020829 | |

Priority Applications (No Type Date): US 2001315334 P 20010829; US 2002233164 A 20020829

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|----------------|------|-----|----|-------------|---------------------------------------|
| US 20030069821 | A1 | | 24 | G06F-017/60 | Provisional application US 2001315334 |

Abstract (Basic): US 20030069821 A1

NOVELTY - The method involves loading and selecting a set of hedging strategies by executing a selection algorithm. A ranking criterion is calculated for each hedging strategy. A ranked set of hedging strategies is sorted according to the ranking criterion and is displayed.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) a user interface displayed to a user of a risk management.
- (b) a disk structure of a risk management system.
- (c) Computer readable medium.

USE - Used in option trading for generating long or short stock position or an entire portfolio.

ADVANTAGE - The method allows the **user** to modify the predetermined **goals** in real-time mode and access alternate risk management strategies. The method maximizes risk/return **relationship** of a particular equity investment by conducting a real-time technical evaluation.

DESCRIPTION OF DRAWING(S) - The drawing shows a block diagram of architectural framework.

pp; 24 DwgNo 1/7

Title Terms: COMPUTER; BASED; RISK; MANAGEMENT; METHOD; OPTION; TRADE; CALCULATE; RANK; CRITERIA; HEDGE; SELECT; SELECT; ALGORITHM; DISPLAY; RANK; SET; HEDGE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

16/5/8 (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015363782 **Image available**

WPI Acc No: 2003-424720/200340

XRPX Acc No: N03-339045

Career development support system provides predetermined educational schedule to participant, based on determined level of logic thought pattern of participant

Patent Assignee: NEC CORP (NIDE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|---------------|------|----------|----------|
| JP 2003085295 | A | 20030320 | JP 2001270693 | A | 20010906 | 200340 B |

Priority Applications (No Type Date): JP 2001270693 A 20010906

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

JP 2003085295 A 12 G06F-017/60

Abstract (Basic): JP 2003085295 A

NOVELTY - An enterprise object (4) confirms participant's logic thought patterns, when a **participant** (2) chooses a specific carrier **goal** . The enterprise object (4) provides educational information along with the corresponding schedule to the participant, based on the **determined** level of logic thought patterns. When the participants logic thought patterns change, a new educational schedule is produced.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for carrier development assistance method.

USE - Career development support system.

ADVANTAGE - By providing education information with the corresponding schedule to the participant, carrier improvement of each individual is supported. Analysis of the educational effect is also carried out.

DESCRIPTION OF DRAWING(S) - The figure shows a block diagram of the carrier development support system.

participant (2)
enterprise object (4)
pp; 12 DwgNo 1/8

Title Terms: DEVELOP; SUPPORT; SYSTEM; PREDETERMINED; EDUCATION; SCHEDULE;

PARTICIPATING; BASED; **DETERMINE** ; LEVEL; LOGIC; PATTERN; PARTICIPATING

Derwent Class: P85; T01; W04

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): G09B-019/00

File Segment: EPI; EngPI

16/5/9 (Item 7 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015319446 **Image available**

WPI Acc No: 2003-380381/200336

XRPX Acc No: N03-303784

Media purchase goal correlation system correlates **timings of Internet user achieved goals and corresponding geographic area with stored start date, end date and residual period for media purchase**

Patent Assignee: JOFFE E (JOFF-I); MITTMAN G (MITT-I)

Inventor: JOFFE E; MITTMAN G

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20030028429 | A1 | 20030206 | US 2001922425 | A | 20010803 | 200336 B |

Priority Applications (No Type Date): US 2001922425 A 20010803

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|----------------|------|-----|----|-------------|--------------|
| US 20030028429 | A1 | | 20 | G06F-017/60 | |

Abstract (Basic): US 20030028429 A1

NOVELTY - A **determination** unit **determines** Internet protocol address of a user accessing a website, to track timings of the Internet- **related goals** achieved by **user** . One of stated geographic areas for media purchase is assigned to Internet- **related goals**. The timings assigned to geographic area are **correlated** with stored start date, end data and a residual period for media purchase within the geographic area.

USE - For **correlating** advertisement media purchases to goals

related to Internet activity such as online sales, downloads, arrivals at specified web addresses, user data capture, sales lead generation, identification of dealer locations, viewing of specific text, viewing of specific images and receiving sound transmissions.

ADVANTAGE - Enables **correlating** media purchases and achieved goals to predict the effect of future media purchases.

DESCRIPTION OF DRAWING(S) - The figure shows a schematic illustration of media purchases and database containing media purchase and goal achievement data.

pp; 20 DwgNo 1/20

Title Terms: MEDIUM; PURCHASE; GOAL; **CORRELATE** ; SYSTEM; **CORRELATE** ; TIME ; USER; ACHIEVE; GOAL; CORRESPOND; GEOGRAPHICAL; AREA; STORAGE; START; DATE; END; DATE; RESIDUE; PERIOD; MEDIUM; PURCHASE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

International Patent Class (Additional): G06F-007/00; G06F-017/00

File Segment: EPI

16/5/10 (Item 8 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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015250859 **Image available**

WPI Acc No: 2003-311785/200330

XRPX Acc No: N03-248239

Internet activity participant motivation method involves providing incentives for participants, based on number of participants they have joined as member of that web-site

Patent Assignee: HUPPENTHAL J (HUPP-I)

Inventor: HUPPENTHAL J

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20020198768 | A1 | 20021226 | US 2001822674 | A | 20010330 | 200330 B |

Priority Applications (No Type Date): US 2001822674 A 20010330

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|----------------|------|-----|----|-------------|--------------|
| US 20020198768 | A1 | | 16 | G06F-017/60 | |

Abstract (Basic): US 20020198768 A1

NOVELTY - The incentives without cash expenditure are provided to the internet web-site participants, based on the number of participants they have joined as member of the web-site.

USE - For organizing, motivating, entertaining the participants in internet activity.

ADVANTAGE - Several participants can be organized by motivating them. An individual participant can rise to a position of leadership in a short period of time. Participants can be motivated to work towards the success of the internet web-site and can be motivated to work towards group **goals** and objectives. **Participants** can receive an exact **measure** of their status in the web-site community.

DESCRIPTION OF DRAWING(S) - The figure shows the development of new teams by promotion of several participants.

pp; 16 DwgNo 7/9

Title Terms: ACTIVE; PARTICIPATING; MOTIVE; METHOD; PARTICIPATING; BASED; NUMBER; PARTICIPATING; JOIN; MEMBER; WEB; SITE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

16/5/11 (Item 9 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

015227569 **Image available**
WPI Acc No: 2003-288482/200328
XRPX Acc No: N03-229313

Retirement asset forecasting for retirement income planner, involves forecasting likelihood of assets meeting client defined priority goal based on prioritization of predetermined goals and current asset allocation

Patent Assignee: DE VINCENZI M (DVIN-I); MILOSAVLJEVIC O (MILO-I); PETERSON J (PETE-I)

Inventor: DE VINCENZI M; MILOSAVLJEVIC O; PETERSON J

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20020188536 | A1 | 20021212 | US 2001286770 | P | 20010426 | 200328 B |
| | | | US 2001880170 | A | 20010612 | |

Priority Applications (No Type Date): US 2001286770 P 20010426; US 2001880170 A 20010612

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|----------------|------|-----|-------------|-------------------------|---------------|
| US 20020188536 | A1 | 38 | G06F-017/60 | Provisional application | US 2001286770 |

Abstract (Basic): US 20020188536 A1

NOVELTY - An income goal, estate goal, years in retirement goal and current asset allocation are input. An analysis is performed based on the goals and their prioritization and the current asset allocation. Using the results of the analysis, the likelihood that assets at retirement, meet **client** defined priority **goal** is forecast.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

(1) dividend amount and interest cash flow **determining** and communicating method; and
(2) asset forecasting system.

USE - For retirement income planner.

ADVANTAGE - Enables to focus on balancing growth and yield to **identify** assets which provides low and low growth rates allowing customers to make decision that fit their cash flow needs. Enables to deliver effective investment help and advice across multiple channels to meet customer's full-service investing needs.

DESCRIPTION OF DRAWING(S) - The figure shows a flow diagram **determining** a customer's cash flows and portfolio **performance**.

pp; 38 DwgNo 21/21

Title Terms: FORECAST; INCOME; FORECAST; CLIENT; DEFINE; PRIORITY; GOAL; BASED; PREDETERMINED; GOAL; CURRENT; ALLOCATE

Derwent Class: T01; T05

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/12 (Item 10 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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015159859 **Image available**
WPI Acc No: 2003-220387/200321
XRPX Acc No: N03-175805

Quality function development chart creation support method for strategic planning of product, involves urging input of degree of association between customer requirements and product characteristics

Patent Assignee: TOSHIBA KK (TOKE); KYOYA Y (KYOY-I); NAKANO T (NAKA-I); NOGUCHI K (NOGU-I)

Inventor: KYOYA Y; NAKANO T; NOGUCHI K

Number of Countries: 002 Number of Patents: 002

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|-------------|
| US 20020184083 | A1 | 20021205 | US 2002157154 | A | 20020530 | 200321 B |
| JP 2002358332 | A | 20021213 | JP 2001164692 | A | 20010531 | 200321 |

Priority Applications (No Type Date): JP 2001164692 A 20010531

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

| | | | | | |
|----------------|----|--|----|-------------|--|
| US 20020184083 | A1 | | 51 | G06F-017/60 | |
|----------------|----|--|----|-------------|--|

| | | | | | |
|---------------|---|--|----|-------------|--|
| JP 2002358332 | A | | 22 | G06F-017/50 | |
|---------------|---|--|----|-------------|--|

Abstract (Basic): US 20020184083 A1

NOVELTY - The input of customer requirements, product **characteristics** and degree of association between customer requirements and product **characteristics**, is urged. The information about satisfaction degree of customer requirements, satisfaction degree comparison value and target quality that is **goal of customer** requirements, are received.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for article of manufacture comprising computer readable storage medium storing quality function development chart creation support program.

USE - For supporting creation of quality function development chart used for strategic planning of product, calculation of quality importance rating of product and design support.

ADVANTAGE - Enables quality function development operator to perform quality function development work appropriately and easily.

DESCRIPTION OF DRAWING(S) - The figure shows the quality function development chart.

pp; 51 DwgNo 2B/27

Title Terms: QUALITY; FUNCTION; DEVELOP; CHART; CREATION; SUPPORT; METHOD; STRATEGY; PLAN; PRODUCT; INPUT; DEGREE; ASSOCIATE; CUSTOMER; REQUIRE; PRODUCT; **CHARACTERISTIC**

Derwent Class: T01

International Patent Class (Main): G06F-017/50; **G06F-017/60**

File Segment: EPI

16/5/13 (Item 11 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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015079100 **Image available**

WPI Acc No: 2003-139618/200313

XRPX Acc No: N03-110928

Deliverable recording method for business organization, involves relating deliverable to associated organizational goal using relationships between different levels of elemental components of goal

Patent Assignee: GRIFFOR E R (GRIF-I); RUSSIE D W (RUSS-I)

Inventor: GRIFFOR E R; RUSSIE D W

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20020173999 | A1 | 20021121 | US 2001825782 | A | 20010404 | 200313 B |

Priority Applications (No Type Date): US 2001825782 A 20010404

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|----------------|------|--------|-------------|--------------|
| US 20020173999 | A1 | 56 | G06F-017/60 | |

Abstract (Basic): US 20020173999 A1

NOVELTY - A goal of the organization is separated into different levels of elemental components providing varying degrees of specifications concerning activities required to achieve the goal. The **relation** between a deliverable contained in bottom level component and an associated goal, is represented by the **relationships** between the elemental components at different levels.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Individual participant role **determination** method;
- (2) Computer readable medium storing organization **performance** management program; and
- (3) Computer readable medium storing individual participant role definition program.

USE - For recording deliverables derived from business organization's goals.

ADVANTAGE - By **relating** the deliverables with the associated organizational goals, the alignment of organizational operations and the organizational **goals** can be maintained so that **individual** roles for the participants in the organization can be effectively **determined**

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of organization **performance** management software.

pp; 56 DwgNo 3/46

Title Terms: DELIVER; RECORD; METHOD; BUSINESS; ORGANISE; **RELATED** ;

DELIVER; ASSOCIATE; GOAL; **RELATED** ; LEVEL; ELEMENT; COMPONENT; GOAL

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

16/5/14 (Item 12 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014986073 **Image available**

WPI Acc No: 2003-046588/200304

XRPX Acc No: N03-036768

Computer system has expert system module which choose financial product that is appropriate to clients financial situation, based on stored information

Patent Assignee: CRONIN C T (CRON-I); LEE D T W (LEED-I); LINAUGH J P (LINA-I); SCHULTE J R (SCHU-I); WALTERS E J (WALT-I)

Inventor: CRONIN C T; LEE D T W; LINAUGH J P; SCHULTE J R; WALTERS E J

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20020143680 | A1 | 20021003 | US 2001795219 | A | 20010227 | 200304 B |

Priority Applications (No Type Date): US 2001795219 A 20010227

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|-----------|------|--------|----------|--------------|
|-----------|------|--------|----------|--------------|

US 20020143680 A1 17 G06F-017/60

Abstract (Basic): US 20020143680 A1

NOVELTY - A processor executes a program to perform a set of questions to clients requesting for client's personal details, financial information on accounts, policies, and goal information on retirement, income and estate **related goals**. An expert system module **correlates client** 's answers to the questions with stored information about financial products for sale from a database so as to choose a product which is appropriate to the **clients** ' financial situation and **goals**.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for computer implemented method for financial professional over the Internet.

USE - For providing software program used by professional financial planners, insurance sales people, securities representatives, trust officers and other financial professionals for providing investment and risk management guidance to customers.

ADVANTAGE - Enables efficiently organizing and processing **client** 's personal, financial and **goal** information by presenting questionnaire mark and obtaining relevant answers in an interactive manner to choose appropriate financial product for the client. Therefore an improved procedure for marketing financial product is achieved.

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart illustrating client information receiving process.

pp; 17 DwgNo 5/13

Title Terms: COMPUTER; SYSTEM; EXPERT; SYSTEM; MODULE; CHOICE; FINANCIAL; PRODUCT; APPROPRIATE; CLIENT; FINANCIAL; SITUATE; BASED; STORAGE; INFORMATION

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/15 (Item 13 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014877439 **Image available**

WPI Acc No: 2002-698145/200275

Related WPI Acc No: 2002-489413; 2002-665022; 2003-028697

XRPX Acc No: N02-550575

Weight control medicine marketing method involves providing beauty pageant participation offer to consumers of weight control medicine to advertise weight control medicine

Patent Assignee: SZYNALSKI A G (SZYN-I)

Inventor: SZYNALSKI A G

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20020116272 | A1 | 20020822 | US 99427447 | A | 19991027 | 200275 B |
| | | | US 2002131868 | A | 20020425 | |

Priority Applications (No Type Date): US 2002131868 A 20020425; US 99427447 A 19991027

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

US 20020116272 A1 7 G06F-017/60 CIP of application US 99427447

Abstract (Basic): US 20020116272 A1

NOVELTY - A beauty pageant participation offer provided to advertise the weight control medicine includes evaluation of a consumer of a weight control medicine (7), with other beauty pageant contestants, where both consumer and contestants appear

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Weight reducing method; and
- (2) weight reducing system.

USE - For advertising weight loss dietary supplementary.

ADVANTAGE - Improves the probability that the consumer will achieve a successful outcome in their weight loss program. By providing an emotionally charged motivational scheme, enables a person to resource the emotional strength necessary to resist the prevailing social **habit** to over-eat. Assures a level of self responsiveness in the persons response. Uses multimedia technology to assure technology is used most fully to motivate the **person** to achieve their weight loss **goals**. By providing a beauty contest deadline the customer's tendency to postpone or delay is minimized.

DESCRIPTION OF DRAWING(S) - The figure shows an overview of the process for weight loss.

Weight control medicine (7)
pp; 7 DwgNo 1/2

Title Terms: WEIGHT; CONTROL; MEDICINE; MARKET; METHOD; BEAUTY;
PARTICIPATING; OFFER; CONSUME; WEIGHT; CONTROL; MEDICINE; ADVERTISE;
WEIGHT; CONTROL; MEDICINE

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

16/5/16 (Item 14 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014737343 **Image available**

WPI Acc No: 2002-558047/200259

Related WPI Acc No: 2002-463941

XRPX Acc No: N02-441702

Associating one or more named entities in first system with corresponding names for entities in one or more target systems by creating new XML document containing corresponding names and returning it to first system during session

Patent Assignee: GTS PACIFIC PTY LTD (GTSP-N)

Inventor: DORWARD J D

Number of Countries: 099 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|-------------|------|----------|----------|
| WO 200259802 | A1 | 20020801 | WO 2002AU55 | A | 20020118 | 200259 B |

Priority Applications (No Type Date): AU 20013414 A 20010227; AU 200116660 A 20010125

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200259802 A1 E 21 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ OM PH PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZM ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZM ZW

Abstract (Basic): WO 200259802 A1

NOVELTY - An object providing access to a database is launched, which contains at least a **relationship** between the name for one or more named entities and the corresponding names for one or more named entities in the one or more target systems. A new XML document containing the corresponding names is created and the new document is returned to the first system during the session and over the connection and the protocol that transmitted the XML document.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for:

(a) an apparatus for transmitting a digital data stream including at least one of audio, video and audio-video data via an electronic network

(b) a program stored on a memory medium for transmitting a digital data stream including at least one of audio, video and audio-video data via an electronic network

USE - For maintaining and retrieving the names, operations and parameters of entities and associating these entities with entities in a target system name spaces.

ADVANTAGE - Allows asset monitoring and decision support applications to interact with a variety of third party integrated applications such as computerized maintenance management system (CMMS) and the enterprise asset management (EAM) applications. May interact with plant monitoring systems represented using human system interfaces (HSI) with the **goal** of giving the **user** a complete, easy to use and configure, system that optimizes the use of plant equipment and processes.

DESCRIPTION OF DRAWING(S) - The drawing shows a method of sending a live e-mail message from an initiating computer to a destination computer according to the present invention.

pp; 21 DwgNo 4/5

Title Terms: ASSOCIATE; ONE; MORE; NAME; ENTITY; FIRST; SYSTEM; CORRESPOND; NAME; ENTITY; ONE; MORE; TARGET; SYSTEM; NEW; DOCUMENT; CONTAIN; CORRESPOND; NAME; RETURN; FIRST; SYSTEM; SESSION

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/17 (Item 15 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014725991 **Image available**

WPI Acc No: 2002-546695/200258

XRPX Acc No: N02-432744

Net game system performs enrollment processing upon receiving application information from non-member player and correspondingly confers advantages useful in achieving goal in game to referring member play

Patent Assignee: SHINARAKU OSAKA COMPUTER ENTERTAINMENT C (SHIN-N); KONAMI COMPUTER ENTERTAINMENT OSAKA KK (KONA-N)

Inventor: GOTO K; NAITO S; NAKAYAMA N; NAMBA K; YAMAOKA M; YOTSUGI H

Number of Countries: 030 Number of Patents: 006

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20020055386 | A1 | 20020509 | US 20017732 | A | 20011108 | 200258 B |
| EP 1214959 | A2 | 20020619 | EP 2001126471 | A | 20011109 | 200258 |
| JP 2002143567 | A | 20020521 | JP 2000341367 | A | 20001109 | 200258 |
| CN 1353391 | A | 20020612 | CN 2001134715 | A | 20011108 | 200262 |
| KR 2002036728 | A | 20020516 | KR 200169392 | A | 20011108 | 200273 |
| JP 3439187 | B2 | 20030825 | JP 2000341367 | A | 20001109 | 200357 |

Priority Applications (No Type Date): JP 2000341367 A 20001109

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|---|------|-----|----|-------------|-------------------------------------|
| US 20020055386 | A1 | | 36 | G06F-019/00 | |
| EP 1214959 | A2 | E | | A63F-013/12 | |
| Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT | | | | | |
| LI LT LU LV MC MK NL PT RO SE SI TR | | | | | |
| JP 2002143567 | A | | 24 | A63F-013/12 | |
| CN 1353391 | A | | | G06F-019/00 | |
| KR 2002036728 | A | | | G06F-017/60 | |
| JP 3439187 | B2 | | 23 | A63F-013/12 | Previous Publ. patent JP 2002143567 |

Abstract (Basic): US 20020055386 A1

NOVELTY - A rewriting information generation section generates recruiting information specifying member player upon receipt of mail address from a member player. An enrollment processor performs enrollment processing upon receiving application information from non-member player. An advantage conferring portion confers advantages useful in achieving the **goal** in game, to referring **member** player based on enrollment processing result.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Net game play processing method; and
- (2) Computer readable medium for storing net game play processing program.

USE - Net game play system for playing game with aim of achieving predetermined goal of game.

ADVANTAGE - Members are increased efficiently by providing a referring mode for recruitment of non- **members** to achieve the game **goal** . Processes are performed to promote or demote virtual employees within virtual company, thus providing interest to the **character** training game.

DESCRIPTION OF DRAWING(S) - The figure depicts the process for seeking employment.

pp; 36 DwgNo 9/23

Title Terms: NET; GAME; SYSTEM; **PERFORMANCE** ; PROCESS; RECEIVE; APPLY; INFORMATION; NON; MEMBER; PLAY; CORRESPOND; CONFER; ADVANTAGE; USEFUL; ACHIEVE; GOAL; GAME; REFER; MEMBER; PLAY

Derwent Class: P36; T01

International Patent Class (Main): A63F-013/12; **G06F-017/60** ; G06F-019/00

International Patent Class (Additional): G06F-013/00

File Segment: EPI; EngPI

16/5/18 (Item 16 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014622592 **Image available**

WPI Acc No: 2002-443296/200247

XRPX Acc No: N02-349231

Internet-based financial portfolio management method involves aggregating financial information which is in single normalized data format into financial portfolio for conveying associated information to client

Patent Assignee: BY ALL ACCOUNTS.COM INC (BYAL-N)

Inventor: CARNEY J M; DICKAU E L; DICKAU M; GARDNER L P

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|-----------|------|------|-------------|------|------|------|
|-----------|------|------|-------------|------|------|------|

US 20020042764 A1 20020411 US 2000217443 P 20000710 200247 B
US 2001881959 A 20010615

Priority Applications (No Type Date): US 2000217443 P 20000710; US
2001881959 A 20010615

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
US 20020042764 A1 29 G06F-017/60 Provisional application US 2000217443

Abstract (Basic): US 20020042764 A1

NOVELTY - The financial information of specific format associated with a client, is collected from multiple financial sources that include a financial institution, by a gatherer (220). The collected financial information is normalized by a normalizer (230) into a single normalized data format and aggregated into a financial portfolio. Information associated with the portfolio, is conveyed to the client.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (a) Financial portfolio management system;
- (b) User interface configured to allow user to view and modify financial portfolio information;
- (c) Financial information access enabling method;
- (d) Processing system; and
- (e) Financial information access enabling apparatus.

USE - For managing financial portfolio information using financial information obtained from financial institutions such as credit union, bank, stock exchange, portfolio managing company in formats such as HTML, open financial exchange (OFX), quicken interchanged format (QIF), ASCII files over communication network such as internet using wireless application protocol (WAP) and personal digital assistant (PDA) protocols.

ADVANTAGE - Provides access to financial information of customers for financial institutions. Customers can track all of their assets and liabilities and monitor their net worth in one place, thereby customers are helped to set and monitor personal investment **goals**. **Customers** are allowed to make smarter decisions on investments by assisting in evaluating returns **relative** to risk information.

DESCRIPTION OF DRAWING(S) - The figure shows the functional block diagram of portfolio manager connected to communication network.

Gatherer (220)

Normalizer (230)

pp; 29 DwgNo 2/17

Title Terms: BASED; FINANCIAL; PORTFOLIO; MANAGEMENT; METHOD; AGGREGATE;
FINANCIAL; INFORMATION; SINGLE; NORMALISE; DATA; FORMAT; FINANCIAL;
PORTFOLIO; CONVEY; ASSOCIATE; INFORMATION; CLIENT

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/19 (Item 17 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014605677 **Image available**

WPI Acc No: 2002-426381/200245

Related WPI Acc No: 2001-210974; 2001-281775; 2001-580715; 2001-589570;
2001-602233; 2001-607048; 2001-625456; 2002-026193; 2002-097599;
2002-113965; 2002-121872; 2002-130432; 2002-268582; 2002-315016;
2002-329331; 2002-352041; 2002-403201; 2002-462756; 2002-508610;
2002-528172; 2002-546848; 2003-074226; 2003-417291; 2003-522022;

2003-567194
 XRPX Acc No: N02-335270
Integrated calorie management for allowing comparison of caloric expenditure by measuring and utilizing resting metabolic rate and user activity level to determine energy expenditure
 Patent Assignee: HEALTHETECH INC (HEAL-N); ANDERSON N (ANDE-I); MAULT J R (MAUL-I); PLEDGER R (PLED-I); SANDERSON J (SAND-I)
 Inventor: ANDERSON N; MAULT J R; PLEDGER R; SANDERSON J
 Number of Countries: 097 Number of Patents: 003
 Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|----------------|------|----------|----------|
| WO 200232037 | A2 | 20020418 | WO 2001US31994 | A | 20011015 | 200245 B |
| AU 200213176 | A | 20020422 | AU 200213176 | A | 20011015 | 200254 |
| US 20020133378 | A1 | 20020919 | US 2000240185 | P | 20001013 | 200264 |
| | | | US 2001976967 | A | 20011012 | |

Priority Applications (No Type Date): US 2001976967 A 20011012; US 2000240185 P 20001013

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|---|------|-----|----|-------------|---------------------------------------|
| WO 200232037 | A2 | E | 56 | H04L-000/00 | |
| Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EC EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PH PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW | | | | | |
| Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW | | | | | |
| AU 200213176 | A | | | H04L-000/00 | Based on patent WO 200232037 |
| US 20020133378 | A1 | | | G06F-017/60 | Provisional application US 2000240185 |

Abstract (Basic): WO 200232037 A2

NOVELTY - A user identity is set up by entering a name and other information, block 10, the **user** setting targets and **goals** are based on the gathered information, block 11, the user enters food consumption, block 12, the user enters the residual metabolic rate, block 13 and enters user activity information, block 14. The methodology then calculates the caloric balance for a predetermined time interval, block 15, provides trend information to the user, block 16 and performs feedback to the user regarding caloric balance and time dependent logging of body **measurements**, block 17.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for an integrated calorie management system.

USE - Integrated calorie management.

ADVANTAGE - Compensating for changes in metabolism during weight control.

DESCRIPTION OF DRAWING(S) - The drawing is a flow chart of the method.

pp; 56 DwgNo 1B/22

Title Terms: INTEGRATE; CALORIE; MANAGEMENT; ALLOW; COMPARE; CALORIC; EXPENDABLE; **MEASURE**; UTILISE; REST; METABOLISM; RATE; USER; ACTIVE; LEVEL; **DETERMINE**; ENERGY; EXPENDABLE

Derwent Class: S05

International Patent Class (Main): G06F-017/60 ; H04L-000/00

File Segment: EPI

16/5/20 (Item 18 from file: 350)
 DIALOG(R)File 350:Derwent WPIX
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014245544

WPI Acc No: 2002-066244/200209

XRPX Acc No: N02-049259

Management method for personal finances involves using data entered by the customer concerning their financial goals to target advertising to the customer and provide customized financial tools

Patent Assignee: ACCENTURE LLP (ACCE-N)

Inventor: FANO A E; KURTH S W

Number of Countries: 092 Number of Patents: 003

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|----------------|------|----------|----------|
| WO 200165907 | A2 | 20010913 | WO 2001US40213 | A | 20010228 | 200209 B |
| AU 200153828 | A | 20010917 | AU 200153828 | A | 20010228 | 200209 |
| EP 1264245 | A1 | 20021211 | EP 2001927370 | A | 20010228 | 200301 |
| | | | WO 2001US40213 | A | 20010228 | |

Priority Applications (No Type Date): US 2000520940 A 20000308; US 2000520600 A 20000308; US 2000520938 A 20000308

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

| | | | | | |
|--------------|----|---|----|-------------|--|
| WO 200165907 | A2 | E | 64 | G06F-017/60 | |
|--------------|----|---|----|-------------|--|

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

| | | | | | |
|--------------|---|--|--|-------------|------------------------------|
| AU 200153828 | A | | | G06F-017/60 | Based on patent WO 200165907 |
|--------------|---|--|--|-------------|------------------------------|

| | | | | | |
|------------|----|---|--|-------------|------------------------------|
| EP 1264245 | A1 | E | | G06F-017/00 | Based on patent WO 200165907 |
|------------|----|---|--|-------------|------------------------------|

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200165907 A2

NOVELTY - Data entered by the **customer** concerning their financial **goals** is used to target advertising to the customer and provide customized financial tools.

DETAILED DESCRIPTION - The **customer** enters financial **goals** e.g. wishes to buy house, car. Preference for one goal is modified and the effects on the other **goals** **determined** and displayed to **customer**. The method may be used on a computer network e.g. the Internet. The advertising presented should help the user to fulfill one of his financial goals.

INDEPENDENT CLAIMS are included for:

1. Stored computer software implementing the described method.
2. A system implementing the described method.

USE - As part of a method of giving financial advice (claimed).

ADVANTAGE - Allows advertising and financial tools to be targeted to the customers needs.

pp; 64 DwgNo 0/14

Title Terms: MANAGEMENT; METHOD; PERSON; DATA; ENTER; CUSTOMER; FINANCIAL; GOAL; TARGET; ADVERTISE; CUSTOMER; CUSTOMISATION; FINANCIAL; TOOL

Derwent Class: T01; W01

International Patent Class (Main): G06F-017/00; **G06F-017/60**

File Segment: EPI

16/5/21 (Item 19 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014213260 **Image available**
WPI Acc No: 2002-033957/200204
XRPX Acc No: N02-026161

Business method for retail grocery stores, involves offering common item with effective price discount to specific consumers, based on promotion period and purchase details of consumer

Patent Assignee: WYKER K S (WYKE-I)

Inventor: WYKER K S

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|-------------|
| US 20010047296 | A1 | 20011129 | US 2000180086 | A | 20000203 | 200204 B |
| | | | US 2001777212 | A | 20010205 | |

Priority Applications (No Type Date): US 2000180086 P 20000203; US 2001777212 A 20010205

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|----------------|------|-----|----|-------------|---------------------------------------|
| US 20010047296 | A1 | | 9 | G06F-017/60 | Provisional application US 2000180086 |

Abstract (Basic): US 20010047296 A1

NOVELTY - The reduced retail sales price of common item offered for sale being effective for a promotion period, is **determined** by each retail store. The common item is offered to a predetermined selected group of consumers with a price discount which is established by a manufacturer, based on the promotion periods for the common item at respective retail stores and the purchase details of consumers at each retail store.

USE - For manufacturers and retail grocery stores in the consumer packaged goods industry, to influence consumer purchase of retail sales items.

ADVANTAGE - Allows the manufacturer to manipulate the cost of the item sold at competing retail stores in order to achieve certain **goals** for influencing **consumer** purchases. By offering the price discount for the sales item, loyal consumers who regularly purchase the item are rewarded over a long period.

DESCRIPTION OF DRAWING(S) - The figure shows the flowchart explaining the business method at one retail store.

pp; 9 DwgNo 1/2

Title Terms: BUSINESS; METHOD; RETAIL; GROCERY; STORAGE; OFFER; COMMON; ITEM; EFFECT; PRICE; DISCOUNT; SPECIFIC; CONSUME; BASED; PROMOTE; PERIOD; PURCHASE; DETAIL; CONSUME

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

✓ 16/5/22 (Item 20 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014127028 **Image available**
WPI Acc No: 2001-611238/200170
XRPX Acc No: N01-456284

Computer based workforce performance evaluation method for business system platform, involves comparing identifier competencies and levels of personal and goal profile records to general matching persons list

Patent Assignee: SABA SOFTWARE INC (SABA-N)

Inventor: BENNETT M; LARDIN P; MARTIN J; MUI Y; SHUKLA A

Number of Countries: 095 Number of Patents: 003

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week | |
|--------------|------|----------|---------------|------|----------|--------|---|
| WO 200163462 | A2 | 20010830 | WO 2001US5964 | A | 20010223 | 200170 | B |
| AU 200143270 | A | 20010903 | AU 200143270 | A | 20010223 | 200202 | |
| EP 1264263 | A2 | 20021211 | EP 2001916216 | A | 20010223 | 200301 | |
| | | | WO 2001US5964 | A | 20010223 | | |

Priority Applications (No Type Date): US 2000195986 P 20000407; US 2000185191 P 20000225

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|--|------|-----|-----|-------------|------------------------------|
| WO 200163462 | A2 | E | 279 | G06F-017/00 | |
| Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW | | | | | |
| Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW | | | | | |
| AU 200143270 | A | | | G06F-017/00 | Based on patent WO 200163462 |
| EP 1264263 | A2 | E | | G06F-017/60 | Based on patent WO 200163462 |
| Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR | | | | | |

Abstract (Basic): WO 200163462 A2

NOVELTY - The personal record and goal profile record for **identifying** competencies and associated competency level held by a person and that required to achieve desired goal, are established. The identified competencies and associated competency level in the goal record are compared with that of personal record to generate a list of matching persons.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for workforce training identification method.

USE - For evaluating workforce **performance** in business system platform, to achieve desired goal, using telecommunication, computer and internet **related** systems.

ADVANTAGE - Since the goal profile record is compared with personal record, several applications are efficiently managed to achieve desired goal with minimum use of redundant data input to the application, hence hardware resource and user input effort are minimized.

DESCRIPTION OF DRAWING(S) - The figure shows an overview of the workforce **performance** evaluation method.

pp; 279 DwgNo 18/27

Title Terms: COMPUTER; BASED; **PERFORMANCE** ; EVALUATE; METHOD; BUSINESS; SYSTEM; PLATFORM; COMPARE; **IDENTIFY** ; LEVEL; PERSON; GOAL; PROFILE; RECORD; GENERAL; MATCH; PERSON; LIST

Derwent Class: T01; W01

International Patent Class (Main): G06F-017/00; **G06F-017/60**

File Segment: EPI

16/5/23 (Item 21 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014118021 **Image available**

WPI Acc No: 2001-602233/200168

Related WPI Acc No: 2001-210974; 2001-281775; 2001-580715; 2001-589570; 2001-607048; 2001-625456; 2002-026193; 2002-097599; 2002-113965; 2002-121872; 2002-130432; 2002-268582; 2002-315016; 2002-329331; 2002-352041; 2002-403201; 2002-426381; 2002-462756; 2002-508610; 2002-528172; 2002-546848; 2003-074226; 2003-417291; 2003-522022;

2003-567194

XRPX Acc No: N01-449412

Health management system for use in controlling weight loss of a user, uses a handheld microprocessor device running an application to receive user inputs of calorific intake and expenditure and linked to a remote computer for analysis

Patent Assignee: HEALTHETECH INC (HEAL-N)

Inventor: MAULT J R; JOHNSON N; SANDERSON J

Number of Countries: 084 Number of Patents: 005

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|----------------|------|----------|----------|
| WO 200139089 | A1 | 20010531 | WO 2000US32331 | A | 20001124 | 200168 B |
| AU 200118017 | A | 20010604 | AU 200118017 | A | 20001124 | 200168 |
| EP 1234265 | A1 | 20020828 | EP 2000980799 | A | 20001124 | 200264 |
| | | | WO 2000US32331 | A | 20001124 | |
| EP 1278455 | A2 | 20030129 | EP 2001933401 | A | 20010504 | 200310 |
| | | | WO 2001US40678 | A | 20010504 | |
| JP 2003521972 | W | 20030722 | WO 2000US26362 | A | 20000925 | 200350 |
| | | | JP 2001531018 | A | 20000925 | |

Priority Applications (No Type Date): US 2000721382 A 20001122; US 99167276 P 19991124; US 2000177009 P 20000119; US 2000177011 P 20000119; US 2000177016 P 20000119; US 2000178979 P 20000128; US 2000194126 P 20000403; US 2000195779 P 20000410; US 2000200428 P 20000428; US 2000201902 P 20000504; US 2000207051 P 20000525; US 2000207089 P 20000525; US 2000209921 P 20000607; US 99155851 P 19990924; US 99158553 P 19991008; US 99158554 P 19991008; US 99158556 P 19991008; US 99159285 P 19991011; US 99165166 P 19991112; US 99165988 P 19991117; US 2000179882 P 20000202; US 2000205709 P 20000419; US 2000206905 P 20000525; US 2000212319 P 20000616; US 2000219069 P 20000718; US 2000219070 P 20000718; US 2000224651 P 20000811; US 2000225101 P 20000814; US 2000225454 P 20000815; US 2000228388 P 20000828; US 2000234154 P 20000921; US 2000234866 P 20000922

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|---|------|--------|----------------|------------------------------|
| WO 200139089 | A1 | E | 70 G06F-017/60 | |
| Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW | | | | |
| Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW | | | | |
| AU 200118017 | A | | G06F-017/60 | Based on patent WO 200139089 |
| EP 1234265 | A1 | E | G06F-017/60 | Based on patent WO 200139089 |
| Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR | | | | |
| EP 1278455 | A2 | E | A61B-005/00 | Based on patent WO 200182789 |
| Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR | | | | |
| JP 2003521972 | W | | 68 A61B-005/00 | Based on patent WO 200128416 |

Abstract (Basic): WO 200139089 A1

NOVELTY - A user has a handheld microprocessor based device running an application program capable of taking inputs **related** of personal data (40), start levels such as weight, height, etc. (42), goals (44) and calorific expenditure (46), and calculating allowed calorific intake (48), nutritional balance (50), etc. The handheld device can also communicate with a remote computer where data can be analyzed to provide further expert feedback and advise to the user.

USE - For use in health management, particularly for diet management and weight control.

ADVANTAGE - The handheld device is carried by the user and provides

information to assist the **user** to reach set **goals** , it can also be used to schedule start times and duration of planned exercises and appointments with fitness trainers, etc. The user can use the connection to remote computer to communicate with other experts such as a fitness trainer, whilst trainers can use the system to set up data **relating** to a number of clients, thus allowing them to easily monitor progress of their clients.

DESCRIPTION OF DRAWING(S) - The figure illustrates a set-up procedure for a user of calorie management software.

pp; 70 DwgNo 2/15

Title Terms: HEALTH; MANAGEMENT; SYSTEM; CONTROL; WEIGHT; LOSS; USER; MICROPROCESSOR; DEVICE; RUN; APPLY; RECEIVE; USER; INPUT; CALORIFIC; INTAKE; EXPENDABLE; LINK; REMOTE; COMPUTER; ANALYSE

Derwent Class: B04; P31; S02; S05; T01; X27

International Patent Class (Main): A61B-005/00; **G06F-017/60**

International Patent Class (Additional): A61B-005/0245; A61B-005/025;

A61B-005/0402; A61B-005/05; A61B-005/08; A61B-005/091; A61B-005/11;

A61B-005/145

File Segment: CPI; EPI; EngPI

16/5/24 (Item 22 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014086587 **Image available**

WPI Acc No: 2001-570801/200164

Related WPI Acc No: 2003-211106

XRPX Acc No: N01-425370

Management method for personal finances involves user choosing a number of goals e.g. purchase of car, preferences are then adjusted and user shown effect that achieving one goal has on the others

Patent Assignee: ACCENTURE LLP (ACCE-N)

Inventor: FANO A E; KURTH S W

Number of Countries: 095 Number of Patents: 003

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|----------------|------|----------|----------|
| WO 200167340 | A2 | 20010913 | WO 2001US40214 | A | 20010228 | 200164 B |
| AU 200153829 | A | 20010917 | AU 200153829 | A | 20010228 | 200204 |
| EP 1269386 | A2 | 20030102 | EP 2001927371 | A | 20010228 | 200310 |
| | | | WO 2001US40214 | A | 20010228 | |

Priority Applications (No Type Date): US 2000520943 A 20000308; US 2000520580 A 20000308

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200167340 A2 E 60 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200153829 A G06F-017/60 Based on patent WO 200167340

EP 1269386 A2 E G06F-017/60 Based on patent WO 200167340

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200167340 A2

NOVELTY - **User** chooses a number of **goals** from presented list (100). Preferences for each goal adjusted(102). Impact that achieving

one goal has on the others is **determined** (104) and displayed to the user.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for:

1. A stored computer program implementing the described method.
2. A system incorporating the described method.
3. A method of implementing a graphical user interface to implement the described method.

USE - As a method of managing personal finances.

ADVANTAGE - Allows individuals to make appropriate informed decisions about their personal finances.

DESCRIPTION OF DRAWING(S) - Drawing is a flow chart of the method.

User presented with a set of **goals** (100)

The **users** preference for one of the **goals** is changed (102)

The effect of achieving this goal on the other goals is **determined** (104)

Effects displayed to user (106)

pp; 60 DwgNo 1/14

Title Terms: MANAGEMENT; METHOD; PERSON; USER; CHOICE; NUMBER; GOAL;

PURCHASE; CAR; ADJUST; USER; EFFECT; ACHIEVE; ONE; GOAL

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

16/5/25 (Item 23 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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014080324 **Image available**

WPI Acc No: 2001-564538/200163

Related WPI Acc No: 1998-520700; 1999-561255; 2000-194927

XRPX Acc No: N01-420236

Customer order and delivery information maintenance method for on-time product delivery, involves storing customer preferences e.g. early and late delivery limits

Patent Assignee: MICRON TECHNOLOGY INC (MICR-N)

Inventor: GIVENS G M; KUTTLER J D; MARTIN D J

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| US 6292784 | B1 | 20010918 | US 94278183 | A | 19940721 | 200163 B |
| | | | US 97794155 | A | 19970203 | |
| | | | US 98137651 | A | 19980820 | |
| | | | US 99309060 | A | 19990510 | |
| | | | US 99471962 | A | 19991223 | |

Priority Applications (No Type Date): US 94278183 A 19940721; US 97794155 A 19970203; US 98137651 A 19980820; US 99309060 A 19990510; US 99471962 A 19991223

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC |
|------------|------|--------|-------------|
| US 6292784 | B1 | 8 | G06F-017/60 |

Filing Notes

Cont of application US 94278183

Cont of application US 97794155

Cont of application US 98137651

Cont of application US 99309060

Cont of patent US 5809479

Cont of patent US 5960408

Cont of patent US 6029140

Abstract (Basic): US 6292784 B1

NOVELTY - The computer controlled on-time delivery tracking system and database uses customer set delivery target (12) dates and advanced delivery times to calculate target shipping dates (22) with a compensation factor for anticipated shipping delays. Customer on-time delivery statistics are recorded for **performance** monitoring (30).

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (1) A method of setting and reporting product delivery dates.
- (2) A method of maintaining customer order and delivery information by storing customer preferences on a database.
- (3) A computer program for defining customer delivery preferences including preferred early and late delivery limits, and desired delivery times.

USE - For use in the maintenance and management of customer product shipping delivery.

ADVANTAGE - The order and delivery method helps a supplier set targeted delivery dates and **goals** within each **customer** 's expectations, while also providing a statistical analysis of on-time deliveries in accordance with each customers own evaluation preferences (claimed).

pp; 8 DwgNo 1/1

Title Terms: CUSTOMER; ORDER; DELIVER; INFORMATION; MAINTAIN; METHOD; TIME; PRODUCT; DELIVER; STORAGE; CUSTOMER; EARLY; LATE; DELIVER; LIMIT

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

16/5/26 (Item 24 from file: 350)

DIALOG(R) File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

014006819 **Image available**

WPI Acc No: 2001-491033/200154

Related WPI Acc No: 2001-515610

XRPX Acc No: N01-363463

Automated user goal follow through method for training courses, involves updating context sensitive information based on system data and captured user data, to generate additional goal triggers and user goal prompts

Patent Assignee: FORT HILL CO (FORT-N); WICK C W (WICK-I)

Inventor: WICK C W

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|--------------|------|----------|----------|
| GB 2358722 | A | 20010801 | GB 200019634 | A | 20000809 | 200154 B |

Priority Applications (No Type Date): US 99148035 P 19990810

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|------------|------|--------|-------------|--------------|
| GB 2358722 | A | 80 | G06F-017/60 | |

Abstract (Basic): GB 2358722 A

NOVELTY - Goal triggers linked to context sensitive information are used to generate **user goal** prompts which are provided to the user (618). Qualitative and quantitative **user** data regarding the **user goals** is captured from **users** in response to **user goal** prompts. Context sensitive information is updated based on system data and captured **user** data, using which additional **goal** triggers and **user goal** prompts are generated.

DETAILED DESCRIPTION - The **user goal** prompts are transmitted over electronic network to computer interface. The system data are input for defining system operations and **user goals**. One or more **goal** triggers are computed based on system data and context sensitive information is linked for assisting **users** in accomplishing their **goals** to the goal triggers. INDEPENDENT CLAIMS are also included for the following:

(a) Computer readable medium storing instructions for performing automated **user goal** follow through method;

(b) Automated **user goal** follow through apparatus

USE - For automated follow through on **user goals** such as training, leadership development, educational programs and conferences through electronic network.

ADVANTAGE - Improves follow through for goals, objectives and commitments made during meeting or training courses and contacts and prompts **user** to follow through on **goals** by providing e-mail triggers and on-line access to a system for cataloging and tracking their **goals**, objectives and commitments. Helps **users** remain focused on their commitments, track the progress of their actions, learn from their experiences, and plan for their future opportunities and also helps groups of user learn from each other and provides way to make individual and group progress visible. Provides customized information for quick, easy follow through to goals, objectives and commitments made during training courses, leadership development and executive education programs, feedback sessions, meetings and conferences. Provides an automated, structured way to stimulate actions and encourage people to reflect on those actions and provide a way to collect and analyze who is doing what and by when and identifies individuals who need special attention and provides benefits to an entire organization which learn from information stored in the system.

DESCRIPTION OF DRAWING(S) - The figure shows a block diagram illustrating **relationship** between system tables in automated **user goal** follow through method.

User (618)

pp; 80 DwgNo 3/43

Title Terms: AUTOMATIC; USER; GOAL; FOLLOW; THROUGH; METHOD; TRAINING; COURSE; UPDATE; CONTEXT; SENSITIVE; INFORMATION; BASED; SYSTEM; DATA; CAPTURE; USER; DATA; GENERATE; ADD; GOAL; TRIGGER; USER; GOAL; PROMPT

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/27 (Item 25 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013966956 **Image available**

WPI Acc No: 2001-451170/200148

XRPX Acc No: N01-334067

Management tool used in business and sports, has visible display that shows rated performance feature and performance rating unit

Patent Assignee: DA VINCI INNOVATION PTY LTD (DVIN-N)

Inventor: AFRACHTEH K; ALLWORTH E; CAPEL C

Number of Countries: 094 Number of Patents: 002

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|--------------|------|----------|----------|
| WO 200109780 | A1 | 20010208 | WO 2000AU904 | A | 20000728 | 200148 B |
| AU 200062534 | A | 20010219 | AU 200062534 | A | 20000728 | 200148 |

Priority Applications (No Type Date): AU 991931 A 19990730

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200109780 A1 E 26 G06F-017/60

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP
KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT
RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200062534 A G06F-017/60 Based on patent WO 200109780

Abstract (Basic): WO 200109780 A1

NOVELTY - The management tool has a **performance** rating unit that processes a **performance** feature based on predetermined minimum and optimum **performance** criteria. A visible display (1) shows the rated **performance** feature and the **performance** rating unit.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for the management method.

USE - For monitoring **performance** feature over time in **relation** to an identified goal.

ADVANTAGE - Enables efficient recording and monitoring of **performance** in **relation** to a particular goal over time. Provides structured framework for facilitating attainment of identified **goals** of business, team or **individual**, and provides tracking or monitoring of various tasks and progress towards identified goals. Allows steps to be taken to amend goals or action plan and to facilitate achievement of desired goals. Provides effective overview of progress in **relation** to each goal, including trends over multiple stages within a given cycle. Provides ability to reuse rating components for either different purposes or to allow on-going fine tuning of action plan directed towards achieving a particular goal.

DESCRIPTION OF DRAWING(S) - The figure shows the sample visible display of the management tool.

Visible display (1)
pp; 26 DwgNo 1/5

Title Terms: MANAGEMENT; TOOL; BUSINESS; SPORTS; VISIBLE; DISPLAY; SHOW;
RATE; **PERFORMANCE** ; FEATURE; **PERFORMANCE** ; RATING; UNIT

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/28 (Item 26 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

013957077 **Image available**

WPI Acc No: 2001-441291/200147

Related WPI Acc No: 2001-355387

XRPX Acc No: N01-326476

Automatic coaching provision for financial modeling and counseling system, involves processing personal financial data and external financial market data, to output one of product configuration and coaching advice

Patent Assignee: ACCENTURE LLP (ACCE-N); ANDERSEN CONSULTING LLP (ANDE-N)

Inventor: SLOAN R B; SLUTSKY S B

Number of Countries: 084 Number of Patents: 003

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|-----------|------|------|-------------|------|------|------|
|-----------|------|------|-------------|------|------|------|

| | | | | | | | |
|--------------|----|----------|----------------|---|----------|--------|---|
| WO 200133474 | A2 | 20010510 | WO 2000US41852 | A | 20001101 | 200147 | B |
| AU 200129213 | A | 20010514 | AU 200129213 | A | 20001101 | 200149 | |
| EP 1228474 | A2 | 20020807 | EP 2000992957 | A | 20001101 | 200259 | |
| | | | WO 2000US41852 | A | 20001101 | | |

Priority Applications (No Type Date): US 2000580352 A 20000525; US 99431417 A 19991101

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

| | | | | | |
|--------------|----|---|----|-------------|--|
| WO 200133474 | A2 | E | 58 | G06F-017/60 | |
|--------------|----|---|----|-------------|--|

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

| | | | | |
|--------------|---|--|-------------|------------------------------|
| AU 200129213 | A | | G06F-017/60 | Based on patent WO 200133474 |
|--------------|---|--|-------------|------------------------------|

| | | | | |
|------------|----|---|-------------|------------------------------|
| EP 1228474 | A2 | E | G06F-017/60 | Based on patent WO 200133474 |
|------------|----|---|-------------|------------------------------|

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200133474 A2

NOVELTY - Personal financial data including at least one data from user's aggregated cash flow model, user's investment target value and user's target date for achieving his financial **goals** , which is input from **user** and external financial market data including market benchmark indices, price of various securities and **performance** history of various securities, are taken as input and processed.

DETAILED DESCRIPTION - One of the coaching device, product configuration and assessment of effect on personal financial plan are then output. INDEPENDENT CLAIMS are also included for the following:

- (a) Automated coaching providing system;
- (b) Recording medium

USE - For providing automatic coaching for financial modeling and counseling systems.

ADVANTAGE - By selecting appropriate icon from interactive personalized web site, the user is able to learn, plan, decide, transact and monitor his financial model. Access of unauthorized users is prevented by use of fire wall, thus ensuring security.

DESCRIPTION OF DRAWING(S) - The figure shows the representative system architecture for providing automatic coaching for financial modeling and counseling system.

pp; 58 DwgNo 1/16

Title Terms: AUTOMATIC; COACH; PROVISION; FINANCIAL; SYSTEM; PROCESS; PERSON; FINANCIAL; DATA; EXTERNAL; FINANCIAL; MARKET; DATA; OUTPUT; ONE; PRODUCT; CONFIGURATION; COACH; ADVICE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/29 (Item 27 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013905260 **Image available**

WPI Acc No: 2001-389473/200141

XRPX Acc No: N01-286491

Customized user interface designing in business environment, involves categorizing users into groups using CDM technology and applying models into interface design, interactive testing and system development

Patent Assignee: SBC TECHNOLOGY RESOURCES INC (SBCT-N)
Inventor: BUSHEY R R; DEELMAN T; MARTIN J M; MAUNEY J M
Number of Countries: 093 Number of Patents: 003
Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|----------------|------|----------|----------|
| WO 200073968 | A1 | 20001207 | WO 2000US14468 | A | 20000526 | 200141 B |
| AU 200052912 | A | 20001218 | AU 200052912 | A | 20000526 | 200141 |
| GB 2367167 | A | 20020327 | WO 2000US14468 | A | 20000526 | 200223 |
| | | | GB 200128396 | A | 20011127 | |

Priority Applications (No Type Date): US 99136406 P 19990527; US 99136405 P 19990527

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|---|------|--------|-------------|------------------------------|
| WO 200073968 | A1 | E 34 | G06F-019/00 | |
| Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW | | | | |
| Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW | | | | |
| AU 200052912 | A | | G06F-019/00 | Based on patent WO 200073968 |
| GB 2367167 | A | | G06F-017/60 | Based on patent WO 200073968 |

Abstract (Basic): WO 200073968 A1

NOVELTY - User population is categorized into groups using qualitative and quantitative models e.g. categorize describe model (CDM) technology. The targeted user **behavior** and preferences are validated and captured, based on which design requirements and implementations are tracked. The models are then applied into interactive testing, system development and interface design to each user.

DETAILED DESCRIPTION - The user interface is incorporated into GUI of sales and billing negotiation system, telephone system, interactive GUI system, automated teller machine, computer operating system or television programming interface. INDEPENDENT CLAIMS are also included for the following:

(a) method for **identifying** and categorizing **customer goals** for contacting service center;

(b) computer program for **identifying** and categorizing **customer goals** for contacting service center

USE - For designing user interface utilizing agent **behavioral** models, used in business environment, application of human factor studies to management of client/customer data.

ADVANTAGE - Appropriate **goal** category is assigned to **customer** 's request, using conditional probability calculation.

DESCRIPTION OF DRAWING(S) - The figure shows flow diagram of VaCTAC method of applying user models to interface design.

pp; 34 DwgNo 2/3

Title Terms: USER; INTERFACE; DESIGN; BUSINESS; ENVIRONMENT; USER; GROUP; TECHNOLOGY; APPLY; MODEL; INTERFACE; DESIGN; INTERACT; TEST; SYSTEM; DEVELOP

Derwent Class: T01

International Patent Class (Main): **G06F-017/60** ; G06F-019/00

International Patent Class (Additional): G06F-009/46

File Segment: EPI

16/5/30 (Item 28 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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013871175 **Image available**
WPI Acc No: 2001-355387/200137
Related WPI Acc No: 2001-441291; 2003-211106
XRPX Acc No: N01-258243

Financial portfolio development method for computerized financial modeling system, involves suggesting changes to users financial portfolio reflecting user's profile after determining users current financial portfolio

Patent Assignee: ANDERSEN CONSULTING LLP (ANDE-N); ACCENTURE LLP (ACCE-N); SLOAN R E (SLOA-I); SLUTSKY S B (SLUT-I)

Inventor: SLOAN R E; SLUTSKY S B

Number of Countries: 085 Number of Patents: 004

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|----------------|------|----------|----------|
| WO 200133402 | A2 | 20010510 | WO 2000US30423 | A | 20001101 | 200137 B |
| AU 200112489 | A | 20010514 | AU 200112489 | A | 20001101 | 200149 |
| US 20020147671 | A1 | 20021010 | US 99431390 | A | 19991101 | 200269 |
| | | | US 2000580352 | A | 20000525 | |
| | | | US 2000705287 | A | 20001101 | |
| | | | US 2001930786 | A | 20010815 | |
| EP 1242905 | A2 | 20020925 | EP 2000974059 | A | 20001101 | 200271 |
| | | | WO 2000US30423 | A | 20001101 | |

Priority Applications (No Type Date): US 2000520580 A 20000525; US 99431390 A 19991101; US 2000580352 A 20000525; US 2000705287 A 20001101; US 2001930786 A 20010815

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

| | | | | | |
|--------------|----|---|----|-------------|--|
| WO 200133402 | A2 | E | 75 | G06F-017/00 | |
|--------------|----|---|----|-------------|--|

Designated States (National): AL AM AT AU AZ BA BB BG BR BY CA CH CN CU CZ DE DK EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

| | | | | | |
|--------------|---|--|--|-------------|------------------------------|
| AU 200112489 | A | | | G06F-017/00 | Based on patent WO 200133402 |
|--------------|---|--|--|-------------|------------------------------|

| | | | | | |
|----------------|----|--|--|-------------|---|
| US 20020147671 | A1 | | | G06F-017/60 | Cont of application US 99431390 Cont of application US 2000580352 Cont of application US 2000705287 |
|----------------|----|--|--|-------------|---|

| | | | | | |
|------------|----|---|--|-------------|------------------------------|
| EP 1242905 | A2 | E | | G06F-017/00 | Based on patent WO 200133402 |
|------------|----|---|--|-------------|------------------------------|

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200133402 A2

NOVELTY - A user profile is **determined** based on the personal financial parameters including a risk tolerance level after **determining** the user's current financial portfolio. The changes to the user's financial portfolio reflecting the user's profile is then suggested.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Financial risk management system;
- (b) Computer program;
- (c) User profile generator;
- (d) Filtering engine

USE - In computerized financial modeling system.

ADVANTAGE - Directs the user through all the transactions within the system and focuses his attention to possible financial problems and suggests possible solutions. Appropriate user specific recommendation is provided to help the **user** achieve one's own financial **goals**, by filtering and presenting to the user, security that confirm to the

users personal investment parameters.

DESCRIPTION OF DRAWING(S) - The figure shows the system architecture of financial portfolio management system.

pp; 75 DwgNo 1/16

Title Terms: FINANCIAL; PORTFOLIO; DEVELOP; METHOD; COMPUTER; FINANCIAL; SYSTEM; CHANGE; USER; FINANCIAL; PORTFOLIO; REFLECT; USER; PROFILE; AFTER ; **DETERMINE** ; USER; CURRENT; FINANCIAL; PORTFOLIO

Derwent Class: T01

International Patent Class (Main): G06F-017/00; **G06F-017/60**

File Segment: EPI

16/5/31 (Item 29 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013824085 **Image available**

WPI Acc No: 2001-308297/200132

XRPX Acc No: N01-220626

Investment strategy creating method for interactive strategy using computer system, for identifying financial objective and current investments and assets for determining investment strategy

Patent Assignee: AMERICAN CENTURY SERVICES CORP (AMCE-N)

Inventor: MERK R; PARK C; SHEARER M; TYLER J

Number of Countries: 093 Number of Patents: 002

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|----------------|------|----------|----------|
| WO 200127844 | A1 | 20010419 | WO 2000US28208 | A | 20001012 | 200132 B |
| AU 200080149 | A | 20010423 | AU 200080149 | A | 20001012 | 200147 |

Priority Applications (No Type Date): US 2000200726 P 20000427; US 99159255 P 19991013

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|--------------|------|--------|----------------|--------------|
| WO 200127844 | A1 | E | 72 G06F-017/60 | |

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200080149 A G06F-017/60 Based on patent WO 200127844

Abstract (Basic): WO 200127844 A1

NOVELTY - The method involves **identifying** a financial objective, **identifying** current investments and assets and **determining** an investment strategy for achieving the financial objective. A user can access a system to obtain a recommended investment strategy for meeting the specified goals.

DETAILED DESCRIPTION - The method for creating an investment strategy involves **determining** an optimum investment portfolio using a computer system that is linked to one or more database, where data regarding financial investments is obtained, annotated, weighted and evaluated for use by a simulation program for selection of appropriate risk based on user input. Once a **user** input a **goal**, at a given horizon, the current investment portfolio, data on risk tolerance and various investments are selected. Future returns are simulated and combined to propose a mix of investments reasonably believed to meet the goal at the horizon. INDEPENDENT CLAIMS are included for; a computer based system for analyzing a number of investments.

USE - Investment analysis and management system for generating financial advice.

ADVANTAGE - User is relieved of carrying out extensive market research.

DESCRIPTION OF DRAWING(S) - The drawing shows a flow chart of the system of the present invention.

pp; 72 DwgNo 3/28

Title Terms: INVESTMENT; STRATEGY; METHOD; INTERACT; STRATEGY; COMPUTER; SYSTEM; **IDENTIFY** ; FINANCIAL; OBJECTIVE; CURRENT; **DETERMINE** ; INVESTMENT; STRATEGY

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

16/5/32 (Item 30 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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013815384 **Image available**

WPI Acc No: 2001-299596/200131

XRPX Acc No: N01-214905

Object oriented data developing program for computer based insurance claim management, utilizes separate codes for handling user defined events to produce new task only after completion of target goals

Patent Assignee: AC PROPERTIES BV (ACPR-N); GUYAN G V (GUYA-I); PISH R H (PISH-I)

Inventor: GUYAN G V; PISH R H

Number of Countries: 092 Number of Patents: 003

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|----------------|------|----------|----------|
| WO 200067180 | A2 | 20001109 | WO 2000US12238 | A | 20000504 | 200131 B |
| AU 200047017 | A | 20001117 | AU 200047017 | A | 20000504 | 200131 |
| US 20030023473 | A1 | 20030130 | US 99305331 | A | 19990504 | 200311 |

Priority Applications (No Type Date): US 99305331 A 19990504

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

| | | | | | |
|--------------|----|---|-----|-------------|--|
| WO 200067180 | A2 | E | 183 | G06F-017/60 | |
|--------------|----|---|-----|-------------|--|

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

| | | | | |
|--------------|---|--|-------------|------------------------------|
| AU 200047017 | A | | G06F-017/60 | Based on patent WO 200067180 |
|--------------|---|--|-------------|------------------------------|

| | | | | |
|----------------|----|--|-------------|--|
| US 20030023473 | A1 | | G06F-017/60 | |
|----------------|----|--|-------------|--|

Abstract (Basic): WO 200067180 A2

NOVELTY - The data is forwarded and received between clients and other terminals using the forwarding codes. The received data is stored in the cache and manipulated using processing codes. Based on the forwarding and process codes, the event generation is regulated. The new tasks are produced after completing the target **goals** , using **client** based codes.

USE - In handling various task, for computer based insurance claim management. Also for use in managing the object orient databases in traffic flow simulation, air traffic control system.

ADVANTAGE - Improves handling insurance **related** tasks by handling the user events reliably.

DESCRIPTION OF DRAWING(S) - The figure shows the life cycle of a typical user interface and the standard methods that are part of the window processing frame work.

pp; 183 DwgNo 3/15

Title Terms: OBJECT; ORIENT; DATA; DEVELOP; PROGRAM; COMPUTER; BASED; INSURANCE; CLAIM; MANAGEMENT; UTILISE; SEPARATE; CODE; HANDLE; USER; DEFINE; EVENT; PRODUCE; NEW; TASK; AFTER; COMPLETE; TARGET; GOAL

Derwent Class: T01; T07; W06

International Patent Class (Main): G06F-017/60

File Segment: EPI

✓ 16/5/33 (Item 31 from file: 350)

DIALOG(R) File 350:Derwent WPIX

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013773345 **Image available**

WPI Acc No: 2001-257556/200126

XRPX Acc No: N01-183729

Computerized incentive program has comparing historical performance data to predetermined goal of participant and generating result

Patent Assignee: SCHOENECKERS INC (SCHO-N)

Inventor: BINZEN S; JACK J M; JENNIGES J C

Number of Countries: 020 Number of Patents: 002

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|----------------|------|----------|----------|
| WO 200113306 | A2 | 20010222 | WO 2000US22497 | A | 20000816 | 200126 B |
| EP 1216449 | A2 | 20020626 | EP 2000955605 | A | 20000816 | 200249 |
| | | | WO 2000US22497 | A | 20000816 | |

Priority Applications (No Type Date): US 99376811 A 19990818

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|-----------|------|--------|----------|--------------|
|-----------|------|--------|----------|--------------|

| | | | | |
|--------------|------|----|-------------|--|
| WO 200113306 | A2 E | 32 | G06F-017/60 | |
|--------------|------|----|-------------|--|

Designated States (National): CA

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

| | | | |
|------------|------|-------------|------------------------------|
| EP 1216449 | A2 E | G06F-017/60 | Based on patent WO 200113306 |
|------------|------|-------------|------------------------------|

Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE

Abstract (Basic): WO 200113306 A2

NOVELTY - Predetermined **goal** data of **participant** is stored (330), **goal** data includes at least one minimum threshold level of **performance**; storing historical **performance** data of the participant (320); comparing historical **performance** data to predetermined goal (340) and generating a result which is transmitted to at least one destination (360).

DETAILED DESCRIPTION - Reward data corresponding to each of the at least one minimum threshold level of **performance** is also stored with predetermined goal data. The predetermined data can be an amount of sale attributed to the participant, **measure** of compliance with safety rules, the **measure** of compliance being attributed to the participant, **measure** of efficiency attributed to the participant, **measure** of training completed by participant, **measure** of cost saving attributed to the participant, **measure** of number of displays installed by the participant, and/or **measure** of number of demonstrations conducted by participant.

INDEPENDENT CLAIMS are also included for the following: A computer readable medium having computer executable instructions; and A system

for transacting in electronic commerce.

USE - For stimulating and evaluating **performance** according to predetermined goals.

ADVANTAGE - Records self-selected **goals** and **performance** of **participants**, compare **performance** to the **goals**, assigns rewards to the **participants** pursuant to the comparison and heuristically adjusts the rewards threshold based on the prior history of achievement and **performance** of the participant..

DESCRIPTION OF DRAWING(S) - The figure shows a flowchart of a method performed by a computer.

pp; 32 DwgNo 3/9

Title Terms: COMPUTER; PROGRAM; COMPARE; HISTORY; **PERFORMANCE**; DATA;

PREDETERMINED; GOAL; PARTICIPATING; GENERATE; RESULT

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

16/5/34 (Item 32 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013697049 **Image available**

WPI Acc No: 2001-181273/200118

XRPX Acc No: N01-129213

Internet and/or electronic commerce data analyzing method for commerce and Internet service providers involves using core business rules and optional incremental business rules, to provide business decision support

Patent Assignee: NCR CORP (NATC)

Inventor: CHIANG L; PAPIERNIAK K A; THAISZ J E

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| US 6151584 | A | 20001121 | US 97975433 | A | 19971120 | 200118 B |

Priority Applications (No Type Date): US 97975433 A 19971120

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|------------|------|-----|----|-------------|--------------|
| US 6151584 | A | | 38 | G06F-017/60 | |

Abstract (Basic): US 6151584 A

NOVELTY - The information to be retrieved, are **determined**. Then, the Internet and/or electronic commerce data over or from the world wide web are analyzed, using core business rules (392), core data sources (394), optional incremental business rules (398) and optional incremental data sources (396), to provide business decision support.

DETAILED DESCRIPTION - Questionnaire (382) and/or form is offered to customer, to collect customer specific data. The collected data are parsed into environmental data and business data. The information source requirements (388) representing predetermined requirements and optional decision support requirements (390) representing the subscriber specified requirements, are **determined** based on the environmental and business data. Based on the information source requirements and decision support requirements, core business rules and optional incremental business rules, are **determined**, respectively.

INDEPENDENT CLAIMS are also included for the following:

(a) subscriber specified information collecting method for supporting retrieval of information to analyze Internet and/or electronic commerce data;

(b) computer system;

(c) subscriber specified information collecting system;
(d) program for analyzing Internet and/or electronic commerce data
USE - For collecting and storing operational data and Internet
and/or electronic commerce data over world wide web (WWW) for Internet
service providers (ISPs) or customer service providers (CSPs) for
communicating, advertising, shopping and purchasing goods.

ADVANTAGE - Provides an architecture supporting value-added
services to improve the operation and services of ISPs/CSPs. Provides
dynamic/flexible and adaptable interfaces and system for the customer,
to fully utilize the interactivity of the new web medium as a result,
decision matters can able to access decision support information from a
secure network in a simple, timely, valuable and customized manner. The
decision support information allows the customers to make intelligence
decisions and take timely actions to achieve their business **goals**.

Correlates user, application and access functions, reliably.
Collects data which indicates where the user has been in prior sessions
and which is useful in designing future products accessible via the
web. Combines improved methods of data capture with enhanced analysis
techniques to exploit the vast amount of information available through
emerging users of web and other Internet based system, and results can
be used as a part of customer's decision support system to allow more
statistically valid business decisions to be made faster.

DESCRIPTION OF DRAWING(S) - The figure illustrates the functional
architecture of data discoverer used for analyzing Internet and/or
electronic commerce data in WWW.

Questionnaire (382)
Information source requirements (388)
Optional decision support requirements (390)
Core business rules (392)
Core data sources (394)
Optional incremental data sources (396)
Optional incremental business rules (398)
pp; 38 DwgNo 14/19

Title Terms: ELECTRONIC; DATA; METHOD; SERVICE; CORE; BUSINESS; RULE;
OPTION; INCREMENT; BUSINESS; RULE; BUSINESS; DECIDE; SUPPORT
Derwent Class: T01
International Patent Class (Main): **G06F-017/60**
File Segment: EPI

16/5/35 (Item 33 from file: 350)

DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013326774 **Image available**
WPI Acc No: 2000-498713/200044
XRPX Acc No: N00-369694

**Embedded interactive data presentation, for a primary network-program,
that includes a number of performance levels which the user must
achieve within the duration of the primary program to win a predetermined
prize**

Patent Assignee: LOTT J M (LOTT-I); STAR B S (STAR-I)
Inventor: LOTT J M; STAR B S
Number of Countries: 088 Number of Patents: 004
Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|--------------|------|----------|----------|
| WO 200033281 | A1 | 20000608 | WO 99US28264 | A | 19991130 | 200044 B |
| AU 200017479 | A | 20000619 | AU 200017479 | A | 19991130 | 200044 |
| EP 1155391 | A1 | 20011121 | EP 99960620 | A | 19991130 | 200176 |
| | | | WO 99US28264 | A | 19991130 | |
| JP 2002531200 | W | 20020924 | WO 99US28264 | A | 19991130 | 200278 |

Priority Applications (No Type Date): US 99125238 P 19990319; US 98110812 P 19981203

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200033281 A1 E 27 G09B-003/00

Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN
CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK
SL TJ TM TR TT UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

AU 200017479 A G09B-003/00 Based on patent WO 200033281

EP 1155391 A1 E G09B-003/00 Based on patent WO 200033281

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI

JP 2002531200 W 29 A63F-013/12 Based on patent WO 200033281

Abstract (Basic): WO 200033281 A1

NOVELTY - Interactive data is embedded into a primary network-program that is segmented into time intervals. Upon completion of an interval a break occurs for the interactive data which is segmented into **performance** levels. If the **user** accomplishes predefined **goals** for every level then a predetermined prize is awarded.

USE - For a primary network-program.

ADVANTAGE - The user is provided with an incentive to interact with a data presentation over a network.

DESCRIPTION OF DRAWING(S) - The figure shows a flow diagram of an embedded interactive data presentation for a primary network-program.

pp; 27 DwgNo 8/8

Title Terms: EMBED; INTERACT; DATA; PRESENT; PRIMARY; NETWORK; PROGRAM; NUMBER; **PERFORMANCE** ; LEVEL; USER; MUST; ACHIEVE; DURATION; PRIMARY; PROGRAM; WINNING; PREDETERMINED; PRIZE

Derwent Class: P36; P85; W02; W03; W04

International Patent Class (Main): A63F-013/12; G09B-003/00

International Patent Class (Additional): G06F-015/00; **G06F-017/60**

File Segment: EPI; EngPI

16/5/36 (Item 34 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012755138 **Image available**

WPI Acc No: 1999-561255/199947

Related WPI Acc No: 1998-520700; 2000-194927; 2001-564538

XRPX Acc No: N99-414710

Ontime delivery tracking and reporting system for maintaining customer order and delivery information

Patent Assignee: MICRON TECHNOLOGY INC (MICR-N)

Inventor: GIVENS G M; KUTTLER J D; MARTIN D J

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| US 5960408 | A | 19990928 | US 94278183 | A | 19940721 | 199947 B |
| | | | US 97794155 | A | 19970203 | |
| | | | US 98137651 | A | 19980820 | |

Priority Applications (No Type Date): US 94278183 A 19940721; US 97794155 A

19970203; US 98137651 A 19980820

Patent Details:

| | | | | | | |
|------------|------|-----|----|-------------|-----|---|
| Patent No | Kind | Lan | Pg | Main | IPC | Filing Notes |
| US 5960408 | A | | 8 | G06F-017/60 | | Cont of application US 94278183 Cont of application US 97794155 Cont of patent US 5809479 |

Abstract (Basic): US 5960408 A

NOVELTY - Customer-preferred ship date for order entry is calculated and routed to a human order scheduler for assigning a targeted shipping date. Computer is programmed to calculate a targeted ship date window and ontime product delivery statistics for individual customers are generated.

DETAILED DESCRIPTION - A customer preference database (12) consists of delivery and reporting preferences for individual customers whose order entries are created and stored in a sales order database (20). The delivery and reporting preferences contained within database (12) includes preferred early and late delivery limits, **performance measurement** species, ship or dock dates as delivery date, partial shipment allowed flags for respective customers, calender holidays for each customer etc. The targeted ship date window is calculated from targeted ship date and customer's preferred early and late delivery limits. The targeted ship date window is obtained by subtracting and adding respectively. The early and late delivery limits from the targeted ship date. An INDEPENDENT CLAIM is also included for the method of setting and reporting product delivery dates.

USE - For maintaining customer order and delivery information in high-volume supply businesses.

ADVANTAGE - Helps supplies to set targeted delivery dates and **goals** within each **customer** 's expectation. Allows the supplier to take advantage of customer's delivery windows. Supplier **performance** is increased by providing a higher percentage of ontime deliveries.

DESCRIPTION OF DRAWING(S) - The figure shows the system diagram for ontime delivery tracking and reporting system.

Customer preference database (12)

Sales order database (20)

pp; 8 DwgNo 1/1

Title Terms: DELIVER; TRACK; REPORT; SYSTEM; MAINTAIN; CUSTOMER; ORDER;
DELIVER; INFORMATION

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/37 (Item 35 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012598746 **Image available**

WPI Acc No: 1999-404852/199934

XRPX Acc No: N99-301793

Financial advisory system comprises pricing module, factor module, financial product mapping module, tax module and protfolio optimizing module

Patent Assignee: FINANCIAL ENGINES INC (FINA-N)

Inventor: BEKAERT G; JONES C L; MAGGIONCALDA J N; SCOTT J S; SHARPE W F;
WATSON J G; GRENADIER S R; PARK R T

Number of Countries: 083 Number of Patents: 007

Patent Family:

| | | | | | | |
|-----------|------|------|-------------|------|------|------|
| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|-----------|------|------|-------------|------|------|------|

| | | | | | | | |
|---------------|----|----------|---------------|---|----------|--------|---|
| WO 9928845 | A1 | 19990610 | WO 98US19952 | A | 19980923 | 199934 | B |
| AU 9895062 | A | 19990616 | AU 9895062 | A | 19980923 | 199945 | |
| US 6021397 | A | 20000201 | US 97982942 | A | 19971202 | 200013 | |
| EP 1034497 | A1 | 20000913 | EP 98948502 | A | 19980923 | 200046 | |
| | | | WO 98US19952 | A | 19980923 | | |
| CN 1285065 | A | 20010221 | CN 98812958 | A | 19980923 | 200131 | |
| JP 2001525577 | W | 20011211 | WO 98US19952 | A | 19980923 | 200204 | |
| | | | JP 2000523622 | A | 19980923 | | |
| AU 759729 | B | 20030417 | AU 9895062 | A | 19980923 | 200333 | |

Priority Applications (No Type Date): US 97982942 A 19971202

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

| | | | | | |
|------------|----|---|----|-------------|--|
| WO 9928845 | A1 | E | 43 | G06F-017/60 | |
|------------|----|---|----|-------------|--|

Designated States (National): AL AM AT AZ BA BB BG BR BY CA CH CN CU CZ
DE DK EE ES FI GB GE GH GM HR HU ID IL IS JP KE KG KP KR KZ LC LK LR LS
LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR
TT UA UG US UZ VN YU ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW

| | | | | | |
|------------|---|--|--|--|----------------------------|
| AU 9895062 | A | | | | Based on patent WO 9928845 |
|------------|---|--|--|--|----------------------------|

| | | | | | |
|------------|----|---|--|-------------|----------------------------|
| EP 1034497 | A1 | E | | G06F-017/60 | Based on patent WO 9928845 |
|------------|----|---|--|-------------|----------------------------|

Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LI LU
NL PT SE

| | | | | | |
|------------|---|--|--|-------------|--|
| CN 1285065 | A | | | G06F-017/60 | |
|------------|---|--|--|-------------|--|

| | | | | | |
|---------------|---|--|----|-------------|----------------------------|
| JP 2001525577 | W | | 66 | G06F-017/60 | Based on patent WO 9928845 |
|---------------|---|--|----|-------------|----------------------------|

| | | | | | |
|-----------|---|--|--|-------------|----------------------------------|
| AU 759729 | B | | | G06F-017/60 | Previous Publ. patent AU 9895062 |
|-----------|---|--|--|-------------|----------------------------------|

Based on patent WO 9928845

Abstract (Basic): WO 9928845 A1

NOVELTY - A pricing module (305) forecasts prices and returns for a set of core asset classes and a factor module (310) predicts returns scenarios, while a financial product mapping module (315) maps financial product returns onto the factor model. A tax module (320) forecasts future components of financial products total return to facilitate tax effective investing and a portfolio optimizing module (340) calculates the utility maximizing set of financial products under restraints set by the user and available investment feasible set

DETAILED DESCRIPTION - Independent claims are included for a method of financial product selection, for a computer system, a method of **determining** asset allocation and for a machine-readable medium

USE - Advising user regarding feasible and optimum portfolio allocation

ADVANTAGE - Alerting **user** of likelihood of meeting financial **goals**

DESCRIPTION OF DRAWING(S) - The drawing is a block diagram illustrating various analytical modules according to one embodiment of present invention

Pricing module (305)

Factor module (310)

Financial product mapping module (315)

Tax module (320)

Portfolio optimizing module (340)

pp; 43 DwgNo 3/8

Title Terms: FINANCIAL; ADVICE; SYSTEM; COMPRISE; PRICE; MODULE; FACTOR;

MODULE; FINANCIAL; PRODUCT; MAP; MODULE; TAX; MODULE; OPTIMUM; MODULE

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

16/5/38 (Item 36 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

012218698 **Image available**
WPI Acc No: 1999-024804/199902
XRPX Acc No: N99-018976

**Auxiliary goal optimisation method for enterprise models - involves
selecting auxiliary goal as weighted constraint on primary goal and
finding weight relationship to select goal value**

Patent Assignee: KHMETRICS INC (KHIM-N); OUI MET K J (OUI M-I)
Inventor: CHAUBAL C V; OUI MET K J
Number of Countries: 022 Number of Patents: 005
Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| WO 9853416 | A1 | 19981126 | WO 98US10522 | A | 19980521 | 199902 B |
| EP 983564 | A1 | 20000308 | EP 98922482 | A | 19980521 | 200017 |
| | | | WO 98US10522 | A | 19980521 | |
| US 6308162 | B1 | 20011023 | US 9749826 | A | 19970521 | 200165 |
| | | | US 9749948 | A | 19970521 | |
| | | | US 9884156 | A | 19980521 | |
| JP 2002513489 | W | 20020508 | JP 98550691 | A | 19980521 | 200234 |
| | | | WO 98US10522 | A | 19980521 | |
| US 20020107819 | A1 | 20020808 | US 9749826 | A | 19970521 | 200254 |
| | | | US 9749948 | A | 19970521 | |
| | | | US 9884156 | A | 19980521 | |
| | | | US 2001951334 | A | 20010910 | |

Priority Applications (No Type Date): US 9749948 P 19970521; US 9749826 P 19970521; US 9884156 A 19980521; US 2001951334 A 20010910

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|----------------|------|-----|----|-------------|--|
| WO 9853416 | A1 | E | 55 | G06F-017/60 | |
| | | | | | Designated States (National): CA JP |
| | | | | | Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE |
| EP 983564 | A1 | E | | G06F-017/60 | Based on patent WO 9853416 |
| | | | | | Designated States (Regional): AT BE CH CY DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE |
| US 6308162 | B1 | | | G06F-017/60 | Provisional application US 9749826 |
| | | | | | Provisional application US 9749948 |
| JP 2002513489 | W | | 48 | G06F-017/60 | Based on patent WO 9853416 |
| US 20020107819 | A1 | | | G06F-017/00 | Provisional application US 9749826 |

Provisional application US 9749948
CIP of application US 9884156

Abstract (Basic): WO 9853416 A

The computer system supports an enterprise planning model which is unable to incorporate strategic constraints. A **user** can select a primary **goal** for the main model to achieve by evaluating the values of variables that represent operational decisions. The use can also select an auxiliary goal that represents a strategic requirement. The auxiliary goal is dependent on a subset of the main operational variables.

An effective function is formed by using the auxiliary goal as a constraint on the model. The model is run to form a table of values **related** to the weighting value. The weight giving the desired auxiliary goal is then used in the main model.

ADVANTAGE - Allows the model to be applied effectively to both small and large scale issues by incorporating strategic factors.

Dwg.4A/11

Title Terms: AUXILIARY; GOAL; OPTIMUM; METHOD; MODEL; SELECT; AUXILIARY;
 GOAL; WEIGHT; CONSTRAIN; PRIMARY; GOAL; FINDER; WEIGHT; **RELATED** ; SELECT
 ; GOAL; VALUE
 Derwent Class: T01
 International Patent Class (Main): G06F-017/00; **G06F-017/60**
 File Segment: EPI

16/5/39 (Item 37 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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012203890 **Image available**
 WPI Acc No: 1999-009996/199901
 XRPX Acc No: N99-007277

Computer system for electronic intermediated exchange of commodities - in which messages are exchanged according to preferred protocol, such that exchange meets objectives of investors and investing entities

Patent Assignee: ITG INC (ITGI-N)
 Inventor: FERSTENBERG R A; HILAI R; KARCHMER M
 Number of Countries: 083 Number of Patents: 006
 Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|--------------|------|----------|----------|
| WO 9852133 | A1 | 19981119 | WO 98US10022 | A | 19980514 | 199901 B |
| US 5873071 | A | 19990216 | US 97856741 | A | 19970515 | 199914 |
| AU 9873893 | A | 19981208 | AU 9873893 | A | 19980514 | 199916 |
| EP 1019855 | A1 | 20000719 | EP 98921236 | A | 19980514 | 200036 |
| | | | WO 98US10022 | A | 19980514 | |
| AU 732142 | B | 20010412 | AU 9873893 | A | 19980514 | 200128 |
| JP 2001525963 | W | 20011211 | JP 98549604 | A | 19980514 | 200204 |
| | | | WO 98US10022 | A | 19980514 | |

Priority Applications (No Type Date): US 97856741 A 19970515

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|--|------|--------|-------------|----------------------------------|
| WO 9852133 | A1 | 144 | G06F-017/60 | |
| Designated States (National): AL AM AU AZ BA BB BG BR BY CA CN CU CZ EE GE GH GW HU ID IL IS JP KG KP KR KZ LC LK LR LT LV MD MG MK MN MX NO NZ PL RO RU SG SI SK SL TJ TM TR TT UA UZ VN YU | | | | |
| Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW NL OA PT SD SE SZ UG ZW | | | | |
| AU 9873893 | A | | | Based on patent WO 9852133 |
| EP 1019855 | A1 E | | G06F-017/60 | Based on patent WO 9852133 |
| Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LI LU MC NL PT SE | | | | |
| AU 732142 | B | | G06F-017/60 | Previous Publ. patent AU 9873893 |
| Based on patent WO 9852133 | | | | |
| JP 2001525963 | W | 123 | G06F-017/60 | Based on patent WO 9852133 |

Abstract (Basic): WO 9852133 A

The computer system uses a negotiation protocol that enables the intermediated exchange of commodities between **participants** according to their **goals** . The negotiation protocol specifies how to search through possible combinations of exchanges between participants in order to **identify** the combination that balances the goals of the intermediary with the **goals** of the **participants** in the exchange.

The protocol addresses both the **determination** of which commodities are exchanged amongst participants, and the amount of each commodity exchanged. The protocol permits participants electronically and automatically carry out negotiations for the transfer of

commodities through an intermediary.

USE - Information systems for automated exchange of commodities between users of computers for commercial applications, eg. exchange of financial commodities according to mean-variance portfolio goals and **related** portfolio constraints, for multiple participants eg. investors and investing entities.

ADVANTAGE - Enables exchanges of multiple commodities for multiple **participants** according to their **goals** .

Dwg.4/11

Title Terms: COMPUTER; SYSTEM; ELECTRONIC; INTERMEDIATE; EXCHANGE;
COMMODITY; MESSAGE; EXCHANGE; ACCORD; PREFER; PROTOCOL; EXCHANGE;
OBJECTIVE; ENTITY

Derwent Class: T01

International Patent Class (Main): **G06F-017/60**

File Segment: EPI

11/5/1 (Item 1 from file: 347)

DIALOG(R)File 347:JAPIO

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07630398 **Image available**

SEMICONDUCTOR DEVICE AND MOUNTING STRUCTURE AND MANUFACTURING METHOD THEREOF

PUB. NO.: 2003-124251 [JP 2003124251 A]

PUBLISHED: April 25, 2003 (20030425)

INVENTOR(s): ONO MASAHIRO

KUMANO YUTAKA

ITAGAKI MINEHIRO

NISHIYAMA TOSAKU

TOMURA YOSHIHIRO

APPLICANT(s): MATSUSHITA ELECTRIC IND CO LTD

APPL. NO.: 2001-312459 [JP 20011312459]

FILED: October 10, 2001 (20011010)

INTL CLASS: H01L-021/60; H01L-025/065; H01L-025/07; H01L-025/18

ABSTRACT

PROBLEM TO BE SOLVED: To provide a high density mounting structure coping with the mounting of the array of narrow pitches or areas and excellent in high frequency **characteristics** .

SOLUTION: In a semiconductor device 1A, mounted on a mounting **objective member** 7 through a flip chip assembly, bonding units 12A for bonding connecting materials 3, 4 employed for electric connection between the mounting objective member 7 are provided on an abutting surface abutting against the mounting objective member 1.

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11/5/2 (Item 2 from file: 347)

DIALOG(R)File 347:JAPIO

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07536455 **Image available**

SYSTEM AND METHOD FOR SELLING ELECTRONIC TICKET

PUB. NO.: 2003-030290 [JP 2003030290 A]

PUBLISHED: January 31, 2003 (20030131)

INVENTOR(s): TANIGUCHI MASAHIRO

FUJIMOTO KOICHI

NAKAO TOSHIKI

NAKAMURA JUNICHI

APPLICANT(s): OMRON CORP

APPL. NO.: 2002-120888 [JP 20022120888]

FILED: April 23, 2002 (20020423)

PRIORITY: 2001-127847 [JP 2001127847], JP (Japan), April 25, 2001 (20010425)

INTL CLASS: G06F-017/60; G07B-001/00; H04B-007/26

ABSTRACT

PROBLEM TO BE SOLVED: To provide a method for selling an electronic ticket for spurring the latent demand of the electronic ticket of a user through electronic ticket sales as a moving means by objective behavior, thus promoting the use of a public transport and the use of a mall and a facility near a station and activating local economy.

SOLUTION: In a system for selling an electronic ticket, the electronic

ticket of the public transport constituted of electronic data is purchased from an electronic ticket center and it is stored in a portable terminal that the **user** holds. The **objective behavior** of the user is received from the portable terminal as user information and store information matched to the condition of the objective behavior is extracted. Display information showing store information and purchase reception information on the electronic ticket of the public transport to the store is generated and it is distributed to the portable terminal. Since the electronic ticket of the public transport can be purchased with the objective behavior of the user as a reference, the latent demand of the electronic ticket can be spurred, which is impossible in a conventional case.

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11/5/3 (Item 3 from file: 347)

DIALOG(R)File 347:JAPIO

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07522838 **Image available**

OBJECTIVE LENS DRIVING DEVICE

PUB. NO.: 2003-016669 [JP 2003016669 A]
PUBLISHED: January 17, 2003 (20030117)
INVENTOR(s): HAGITANI TOSHIMICHI
APPLICANT(s): RICOH CO LTD
APPL. NO.: 2001-198755 [JP 20011198755]
FILED: June 29, 2001 (20010629)
INTL CLASS: G11B-007/09

ABSTRACT

PROBLEM TO BE SOLVED: To provide an objective lens driving device having ability to obtain improved servo characteristics by setting at a low level a gain increase in the intrinsic resonance frequency of the moving part of an actuator.

SOLUTION: The objective lens driving device, in which a retainer for keeping an objective lens is installed between an objective lens 6 and a lens holder 13 and in which a damping member is joined to this retainer, is **characterized** by having a ring-shaped adaptor 12 composed of a visco-elastic **member** between the **objective** lens and the lens holder.

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11/5/4 (Item 4 from file: 347)

DIALOG(R)File 347:JAPIO

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07518503

QUARTS GLASS MEMBER AND METHOD FOR PRODUCING THE SAME

PUB. NO.: 2003-012333 [JP 2003012333 A]
PUBLISHED: January 15, 2003 (20030115)
INVENTOR(s): EZAKI MASANOBU
TANIIKE SEIJI
MATSUDA KENJI
APPLICANT(s): TOSHIBA CERAMICS CO LTD
APPL. NO.: 2001-198424 [JP 20011198424]
FILED: June 29, 2001 (20010629)
INTL CLASS: C03B-020/00; C03C-015/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide a quartz glass member stably containing high concentration hydroxy groups in a surface layer part of its bulk, capable of suppressing diffusive migration of metallic impurities from inside of the bulk, excellent in thermal resistance and processability, and preferably usable for a jig for heat treatment of a semiconductor such as a wafer boat or furnace core tube, and a method for producing the member.

SOLUTION: This method for producing the quartz glass member comprises treating a quartz glass member with 20 ppm or less hydroxy group concentration under water vapor atmosphere at 800°C to 1,500°C to obtain the **objective** quartz glass **member characteristically** having 20 ppm to 500 ppm hydroxy group concentration in the surface layer part within 100 µm depth from the surface, and less than 20 ppm hydroxy group concentration inside the bulk having 100 µm or more in depth from the surface.

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11/5/5 (Item 5 from file: 347)

DIALOG(R)File 347:JAPIO

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07474337 **Image available**

BEHAVIOR ABILITY MONITORING DEVICE

PUB. NO.: 2002-342855 [JP 2002342855 A]

PUBLISHED: November 29, 2002 (20021129)

INVENTOR(s): SUGAWARA YASUHIRO

APPLICANT(s): SEKISUI CHEM CO LTD

APPL. NO.: 2001-141885 [JP 2001141885]

FILED: May 11, 2001 (20010511)

INTL CLASS: G08B-021/04; G08B-025/00; G08B-025/04; G08B-025/08

ABSTRACT

PROBLEM TO BE SOLVED: To provide a monitoring device capable of sensing the tendency before an objective person to be monitored such as an aged person living alone and the like becomes actually unmovable.

SOLUTION: The average number of times of living **behavior** by an **individual** as the **objective person** A to be monitored, of every time zone is stored in a memory 13 (storage means). On the other hand, the actual number of time of living **behavior** by the **objective person** A to be monitored is counted by every time zone by man sensors 21-26 (human body detecting means) mounted in a house. The over and short values of the actual number of times to the average number of times are accumulated by a processing part 12, and the **behavior** ability of the **objective person** A is monitored on the basis of the accumulated value. When the accumulated value is minus and its absolute value becomes more than a predetermined value, it is judged that a declining degree of the behavior ability reaches an abnormal stage.

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11/5/6 (Item 6 from file: 347)

DIALOG(R)File 347:JAPIO

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07181589 **Image available**

BEHAVIOR MONITORING SYSTEM

PUB. NO.: 2002-049980 [JP 2002049980 A]
PUBLISHED: February 15, 2002 (20020215)
INVENTOR(s): FUKUDA YOSHINOBU
UDAGAWA HIROHISA
APPLICANT(s): ACT BRAIN KK
APPL. NO.: 2000-237199 [JP 2000237199]
FILED: August 04, 2000 (20000804)
INTL CLASS: G08B-025/04; G06F-017/40; G06F-017/60; G08B-025/08

ABSTRACT

PROBLEM TO BE SOLVED: To grasp the behavior, etc., of an old-age person living alone, etc., in the residence of an monitoring object person by simple constitution.

SOLUTION: An operating state inputting device 11 having a key board control substrate 17 is connected to the keyboard connection terminal 10 of an information terminal 1 arranged in the residence of the monitoring object person. In this device 11, external connection jacks J1 to J5 are connected to the key switch input terminal of the substrate 17, and a photoelectric sensor 21, a door opening/closing sensor 22, a photoelectric sensor 23, a pressure sensitive sensor 24 and a photoelectric sensor 25 are connected to these connection jacks to input the on/off state of the respective sensors to the terminal 1 as the character information of a key board and these state changes are stored in a history information storage area as behavior history information. By remote-accessing the behavior history information stored in this history information storage area from outside to obtain and analyze it, the **behavior** of the monitoring **objective person** is grasped.

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11/5/7 (Item 7 from file: 347)

DIALOG(R)File 347:JAPIO
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07129010 **Image available**

LEARNING METHOD AND SYSTEM USING PORTABLE TELEPHONE SET AND STORAGE MEDIUM
STORED WITH LEARNING PROGRAM USING THE SAME SET

PUB. NO.: 2001-356679 [JP 2001356679 A]
PUBLISHED: December 26, 2001 (20011226)
INVENTOR(s): WAKASUGI SOUGO
APPLICANT(s): FTL INTERNATIONAL KK
APPL. NO.: 2000-178903 [JP 2000178903]
FILED: June 14, 2000 (20000614)
INTL CLASS: G09B-005/08; G06F-017/60; G09B-019/06; H04Q-007/38

ABSTRACT

PROBLEM TO BE SOLVED: To provide a learning method and a system in which a learner can remember efficiently useful knowledge such as useful expressions of English conversation and the learner can surely fix the knowledge to memory and a portable telephone set is used and a storage medium in which a learning program using the portable telephone set is stored.

SOLUTION: In a learning method in which portable telephone set capable of accessing the Internet is used, learning schedule information, character information and sound information concerning the learning prepared by

learning information provider are preliminarily registered in a server on the Internet and the character information concerning the learning schedule is distributed periodically as a mail to the portable telephone set carried by the objective person of the learning together with the access number of the server based on the learning schedule information and the **objective person** of the learning obtains the sound information corresponding to the **character** information by accessing the server based on the access number included in the mail distributed to the portable telephone set.

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11/5/8 (Item 8 from file: 347)
DIALOG(R)File 347:JAPIO
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07055172 **Image available**
BEHAVIOR SUPPORT ENGINE AND SELF-RECOGNITION ENGINE

PUB. NO.: 2001-282807 [JP 2001282807 A]
PUBLISHED: October 12, 2001 (20011012)
INVENTOR(s): KUMASAKA KENJI
KOSUGI SATOSHI
HASHIZUME RYOJI
KAWASAKI TERUO
SHIMOTORI YASUTOMO
APPLICANT(s): KEIO GIJUKU
APPL. NO.: 2000-098887 [JP 200098887]
FILED: March 31, 2000 (20000331)
INTL CLASS: G06F-017/30; G06F-009/44; G06F-019/00

ABSTRACT

PROBLEM TO BE SOLVED: To provide a **behavior** support and self-recognition engines that represent information to agree with an **user**'s **behavior objective** with a help of the acquired user data concerning an implicit value, a life style, and a cultural behavior.
SOLUTION: The user accesses a server 1 from a terminal 3 via a network 2 when he or she wants to receive the information to agree with the **user**'s **behavior objective**. At first, new users register his or her personal data. The registered personal data include the data due to a selection of life events. The user enters a self- **objective** of the **user behavior** and receives the data obtained from the engines that extract and process the personal data.

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11/5/9 (Item 9 from file: 347)
DIALOG(R)File 347:JAPIO
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06981662 **Image available**
ELECTRIFYING MEMBER

PUB. NO.: 2001-209236 [JP 2001209236 A]
PUBLISHED: August 03, 2001 (20010803)
INVENTOR(s): NAGAMI HARUSUKE
FUJIWARA KATSUYOSHI
APPLICANT(s): BANDO CHEM IND LTD
APPL. NO.: 2000-343999 [JP 2000343999]

Division of 08-323126 [JP 96323126]
FILED: December 03, 1996 (19961203)
INTL CLASS: G03G-015/02; B32B-005/18; B32B-007/02; B32B-025/08;
F16C-013/00

ABSTRACT

PROBLEM TO BE SOLVED: To improve the vibration absorbing **characteristics** of an electrifying member suitable for use in an electrophotographic device.

SOLUTION: In the **objective** electrifying **member** comprising an electrifying part which comes into contact with a body to be electrified and a supporting part which supports the electrifying part, the electrifying part is formed of rubber expanded =2 times and having a specific gravity of =0.5 after expansion. The electrifying member may be a rubber roll, and at this time, the supporting part is a shaft and the electrifying part is obtained by disposing an expanded rubber layer on the peripheral surface of the shaft and further disposing an unexpanded rubber layer on the peripheral surface of the expanded rubber layer.

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11/5/10 (Item 10 from file: 347)
DIALOG(R) File 347:JAPIO
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06848789 **Image available**
SAFETY CONFIRMING DEVICE OF MOVING PERSON, AND PORTABLE TERMINAL

PUB. NO.: 2001-076289 [JP 2001076289 A]
PUBLISHED: March 23, 2001 (20010323)
INVENTOR(s): SUGIMOTO TOSHINORI
APPLICANT(s): SECOM CO LTD
APPL. NO.: 11-249838 [JP 99249838]
FILED: September 03, 1999 (19990903)
INTL CLASS: G08G-001/005; G01C-021/00; G08B-025/00; G08B-025/08;
G08B-025/10

ABSTRACT

PROBLEM TO BE SOLVED: To make generable an alarm even when an emergency information switch cannot be operated by comparing a stored scheduled moving route with a present position, judging that an alarm is required when the distance exceeds a prescribed value, and generating an alarm signal.

SOLUTION: At the time of judging that an escort request signal transmitted from a portable terminal has been inputted via a communication part 5, a person requesting confirming of safety is specified from a **characteristic** identification code added to this signal. Then, the scheduled moving route of an **objective** **person** of the identification code is read from a storing part 2 and overlappingly displayed on a display part 4. When the signal of a position with the identification code is inputted after this, the position of the portable terminal (the position of the objective person) is identified from the positional signal, divided for every identification code to be stored in the part 2 and sent to a part 4. The part 4 displays the scheduled moving route and an actual moving route (data obtained by combining the present positions stored in the part 2) together. When a distance between both of them exceeds a maximum required distance, an alarm signal is outputted to an alarm part 8.

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11/5/11 (Item 11 from file: 347)

DIALOG(R)File 347:JAPIO

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06663743 **Image available**

NAVIGATION SYSTEM AND RECORD MEDIUM

PUB. NO.: 2000-249567 [JP 2000249567 A]

PUBLISHED: September 14, 2000 (20000914)

INVENTOR(s): SHIBATA YUMI

KACHI TAKANORI

APPLICANT(s): AISIN AW CO LTD

APPL. NO.: 11-054668 [JP 9954668]

FILED: March 02, 1999 (19990302)

INTL CLASS: G01C-021/00; G08G-001/0969; G09B-029/00; G09B-029/10

ABSTRACT

PROBLEM TO BE SOLVED: To facilitate selection of a desired facility, or the like, by displaying a character where the previously registered information incidental to the facility is projected as an image and comparing the figure of the character with the current state of a user.

SOLUTION: When the CPU 40 in a central processing unit 4 is started according to a course guide program, a map on the periphery of current position is displayed from a current position detector 2. When a goal is set and a course from the current position is determined, guide and display to the goal are repeated. A character having the human figure for projecting the impression at a registered point of a facility, or the like, is stored in an information memory 3. The user selects a goal matching the impression of the character. A facility or character having selected most in the past is presented preferentially. In case of a character proposal mode, the goal is set by subjecting the proposed facilities on the periphery of the current map to processing for adding the number of selected times of the character and facility and the course is guided by means of a guide character.

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11/5/12 (Item 12 from file: 347)

DIALOG(R)File 347:JAPIO

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05961380 **Image available**

ROBOT CONTROL DEVICE

PUB. NO.: 10-244480 [JP 10244480 A]

PUBLISHED: September 14, 1998 (19980914)

INVENTOR(s): MUSHA TOSHIMITSU

APPLICANT(s): NOU KINOU KENKYUSHO KK [000000] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 09-049368 [JP 9749368]

FILED: March 04, 1997 (19970304)

INTL CLASS: [6] B25J-009/10; A61B-005/00

JAPIO CLASS: 26.9 (TRANSPORTATION -- Other); 28.2 (SANITATION -- Medical); 36.1 (LABOR SAVING DEVICES -- Industrial Robots)

ABSTRACT

Bode Akintola30-Oct-03

PROBLEM TO BE SOLVED: To control a robot by judging the decision making of those personnel who cannot perform the control operation of the robot in a robot control device to perform the operational control by emitting a specific signal for each part of the robot.

SOLUTION: A control device performs the Fourier transform of digital output signals from multiple sensors 2 which are installed on the body of an **objective person** (**person** to be cared) 1 and detect the **characteristic** amounts on each kinematic part of the robot for the person to be cared 1, obtains a spectrum power for each of multiple divided frequency bands in a desired frequency band, and the factor and bias of a neural network is learned, obtained, and stored so that the spectrum power becomes a binary value to judge the multiple decision makings of those objective personnel 1 to which the sensors 2 are installed. Then the decision makings of the objective personnel are judged by the binary values obtained when the subsequent output signals from each sensor 2, each factor, and bias are applied to the neural network.

11/5/13 (Item 13 from file: 347)

DIALOG(R)File 347:JAPIO

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04685542 **Image available**

MULTIAGENT COORDINATION SYSTEM AND ITS METHOD

PUB. NO.: 07-006142 [JP 7006142 A]

PUBLISHED: January 10, 1995 (19950110)

INVENTOR(s): MIYAZAKI KAZUYA

APPLICANT(s): MITSUBISHI ELECTRIC CORP [000601] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 06-034454 [JP 9434454]

FILED: March 04, 1994 (19940304)

INTL CLASS: [6] G06F-015/16; G06F-013/00

JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications); 45.2 (INFORMATION PROCESSING -- Memory Units)

ABSTRACT

PURPOSE: To obtain a system adaptable to plural users by simple constitution and to attain efficient processing.

CONSTITUTION: Thus multiagent coordination system separately defines planning, an element function and resource allocation and flexibly handles them. The system includes a user definition storing part 42 for storing **user** attributes expressing **objective characteristics** of respective users and personal information such as user's liking for an option at the time of requesting service and a user agent 43 for transforming a user's request into a proper format while referring to the contents of the storing part 42 and transferring the transformed result to an agent group 41, or when user's characteristics are requested from the agent group 41 side, referring to the storing part 42 and returning a user's attribute value. Plural user agents 43 are connected to the agent group 41 correspondingly to respective users.

11/5/14 (Item 14 from file: 347)

DIALOG(R)File 347:JAPIO

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04658448

SLIDING MEMBER

PUB. NO.: 06-330348 [JP 6330348 A]
PUBLISHED: November 29, 1994 (19941129)
INVENTOR(s): JIYOOJI UORUFU
HASEI SEIJI
APPLICANT(s): RIKEN CORP [323642] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 05-120062 [JP 93120062]
FILED: May 21, 1993 (19930521)
INTL CLASS: [5] C23C-026/00; C23C-014/06
JAPIO CLASS: 12.6 (METALS -- Surface Treatment); 22.1 (MACHINERY --
Machine Elements); 24.1 (CHEMICAL ENGINEERING -- Fluid
Transportation); 26.2 (TRANSPORTATION -- Motor Vehicles)

ABSTRACT

PURPOSE: To provide a sliding member excellent in wear and seizing resistance by forming the coating film of a sliding member with metallic elements such as Cr and Ti and N and specifying the composition ratio between the metallic elements.

CONSTITUTION: A coating film is formed with Cr, M (M is one or more kinds of metallic elements selected from among Ti, V, Zr, Nb, Mo, Hf, Ta, W and Al) and N. The composition ratio between the metallic elements is allowed to satisfy $M/(Cr+M)=1-55$ atomic %. A substrate is coated with this coating film to obtain the **objective** sliding **member** having satisfactory initial fitness and excellent in sliding **characteristics**.

11/5/15 (Item 15 from file: 347)

DIALOG(R) File 347:JAPIO

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04658447

SLIDING MEMBER

PUB. NO.: 06-330347 [JP 6330347 A]
PUBLISHED: November 29, 1994 (19941129)
INVENTOR(s): JIYOOJI UORUFU
HASEI SEIJI
APPLICANT(s): RIKEN CORP [323642] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 05-120061 [JP 93120061]
FILED: May 21, 1993 (19930521)
INTL CLASS: [5] C23C-026/00; C23C-014/06
JAPIO CLASS: 12.6 (METALS -- Surface Treatment); 22.1 (MACHINERY --
Machine Elements); 24.1 (CHEMICAL ENGINEERING -- Fluid
Transportation); 26.2 (TRANSPORTATION -- Motor Vehicles)

ABSTRACT

PURPOSE: To provide a sliding member excellent in wear and seizing resistance by forming the coating film of a sliding member with metallic elements such as Ti and Cr and N and specifying the composition ratio between the metallic elements.

CONSTITUTION: A coating film is formed with Ti, M (M is one or more kinds of metallic elements selected from among Cr, V, Zr, Nb, Mo, Hf, Ta, W and Al) and N. The composition ratio between the metallic elements is allowed to satisfy $M/(Ti+M)=1-45$ atomic %. A substrate is coated with this coating film to obtain the **objective** sliding **member** having satisfactory initial fitness and excellent in sliding **characteristics**.

11/5/16 (Item 16 from file: 347)
DIALOG(R)File 347:JAPIO
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04514426
SILICON CARBIDE COATED SLIDING MEMBER

PUB. NO.: 06-158326 [JP 6158326 A]
PUBLISHED: June 07, 1994 (19940607)
INVENTOR(s): AIDA HIROSHI
APPLICANT(s): KYOCERA CORP [358923] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 04-319689 [JP 92319689]
FILED: November 30, 1992 (19921130)
INTL CLASS: [5] C23C-016/32; C22C-029/00
JAPIO CLASS: 12.6 (METALS -- Surface Treatment); 12.2 (METALS --
Metallurgy & Heat Treating); 12.3 (METALS -- Alloys); 22.1
(MACHINERY -- Machine Elements)
JAPIO KEYWORD:R031 (METALS -- Powder Metallurgy)
JOURNAL: Section: C, Section No. 1249, Vol. 18, No. 490, Pg. 62,
September 13, 1994 (19940913)

ABSTRACT

PURPOSE: To provide a silicon carbide coated sliding member preventing the melt sticking of a metal, the falling of silicon carbide particles and the exudation of free carbon, reducing the coefficient of friction and ensuring excellent sliding characteristics.

CONSTITUTION: A dense coating film consisting of 40-98wt.% silicon carbide and 2-60wt.% carbon is formed on the surface of a substrate such as a carbon-or silicon carbide-based sintered compact by chemical vapor growth or other method in $\geq 5\mu\text{m}$ film thickness and the average surface roughness of the coating film is regulated to $\leq 3\mu\text{m}$ to obtain the **objective sliding member excellent in sliding characteristics**.

11/5/17 (Item 17 from file: 347)
DIALOG(R)File 347:JAPIO
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04329163
ALLOY MEMBER RESISTANT AGAINST HEAT AND CORROSION AND ITS PRODUCTION

PUB. NO.: 05-320863 [JP 5320863 A]
PUBLISHED: December 07, 1993 (19931207)
INVENTOR(s): KAMATA MASATO
YASUDA KAZUHIRO
ITO MASAYUKI
SUZUKI TAKAO
NAKABASHI MASAOKO
APPLICANT(s): TOSHIBA CORP [000307] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 04-214755 [JP 92214755]
FILED: July 21, 1992 (19920721)
INTL CLASS: [5] C23C-010/28; C21D-001/34; C23C-004/08; C23C-004/18
JAPIO CLASS: 12.6 (METALS -- Surface Treatment); 12.2 (METALS --
Metallurgy & Heat Treating)
JAPIO KEYWORD:R002 (LASERS); R003 (ELECTRON BEAM)
JOURNAL: Section: C, Section No. 1178, Vol. 18, No. 145, Pg. 145,
March 10, 1994 (19940310)

ABSTRACT

PURPOSE: To provide a heat and corrosion resistant alloy member having improved surface characteristics such as oxidation and corrosion resistance without deteriorating characteristics peculiar to a heat and corrosion resistant alloy material used.

CONSTITUTION: A heat and corrosion resistant alloy material containing Al and at least one kind of metal (M) selected among Cr, Ni and Co is prepared and a layer having a two-phase separated structure containing a phase of $M(\text{sub } 3)\text{Al}$ as an intermetallic compound having an fcc structure dispersed in a dense matrix phase having a bcc structure is formed on the surface of the alloy material to produce the **objective** alloy **member** having improved **characteristics** such as oxidation resistance without deteriorating **characteristics** peculiar to the alloy material.

11/5/18 (Item 18 from file: 347)

DIALOG(R)File 347:JAPIO

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04125329 **Image available**

REACTION-SINTERED SiC CERAMIC SLIDING MEMBER

PUB. NO.: 05-117029 [JP 5117029 A]

PUBLISHED: May 14, 1993 (19930514)

INVENTOR(s): KANI AKIRA

APPLICANT(s): EAGLE IND CO LTD [472011] (A Japanese Company or Corporation), JP (Japan)

APPL. NO.: 03-279885 [JP 91279885]

FILED: October 25, 1991 (19911025)

INTL CLASS: [5] C04B-035/56; C04B-041/85; F16C-033/24

JAPIO CLASS: 13.3 (INORGANIC CHEMISTRY -- Ceramics Industry); 22.1 (MACHINERY -- Machine Elements)

JOURNAL: Section: C, Section No. 1103, Vol. 17, No. 475, Pg. 120, August 30, 1993 (19930830)

ABSTRACT

PURPOSE: To provide the SiC sliding material excellent in resistance to corrosion, wear and heat, thus usable in rotary machines etc.

CONSTITUTION: The unreacted Si part on the surface layer of a reaction-sintered SiC 2 is chemically or electrically dissolved out to form the first fine voids 8 followed by dispersion of metallic powder on the surface layer and then making a chemical reaction at an elevated temperatures to form the fine second voids 9 with any size in an arbitrarily dispersed state, thus producing a ceramic matrix 2 with the surface layer having voids 7 comprising the first and second voids 8 and 9. Thence, the voids 7 are impregnated with a solid lubricant 4 excellent in sliding **characteristics** to effect its setting and form a solid lubricant layer 6, thus obtaining the **objective** ceramic sliding **member**.

11/5/19 (Item 19 from file: 347)

DIALOG(R)File 347:JAPIO

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03813827 **Image available**

OBJECTIVE LENS DRIVE DEVICE

PUB. NO.: 04-178927 [JP 4178927 A]

PUBLISHED: June 25, 1992 (19920625)

INVENTOR(s): KAKIMOTO HIROAKI
APPLICANT(s): CANON INC [000100] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 02-309759 [JP 90309759]
FILED: November 14, 1990 (19901114)
INTL CLASS: [5] G11B-007/09
JAPIO CLASS: 42.5 (ELECTRONICS -- Equipment)
JAPIO KEYWORD: R094 (ELECTRIC POWER -- Linear Motors); R102 (APPLIED
ELECTRONICS -- Video Disk Recorders, VDR)
JOURNAL: Section: P, Section No. 1436, Vol. 16, No. 495, Pg. 118,
October 14, 1992 (19921014)

ABSTRACT

PURPOSE: To obtain a small device with an improved controllability by allowing the optical axis of an objective lens to be passed within a magnetic gap and then driving the objective lens in two directions of focus and tracking using a magnetic flux of a magnetic gap.

CONSTITUTION: Since magnetic poles N and S of a permanent magnet 24 directly face each other, there is no opposing yoke and a magnetic field between the magnetic poles N and S and an electromagnetic force which exerted on a coil which is provided at an objective lens retaining member 28 which is positioned within the inside allow the objective lens 32 to be driven in focus direction. Namely, since a coil 33 is located between coils 27a and 27b, the same magnetic flux passes through four coils 27a, 27b, and 33, a permanent magnet 24 can be reduced for a movable range of a carriage 25, and a yoke 22 can also be reduced, thus enabling rigidity of the **objective** lens retaining **member** 28 to be increased, frequency **characteristics** in focus direction to be improved, controllability to be improved, and also miniaturization and light weight to be achieved.

11/5/20 (Item 20 from file: 347)

DIALOG(R) File 347:JAPIO

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03422766 **Image available**

DOCUMENT PREPARING AND EDITING METHOD

PUB. NO.: 03-085666 [JP 3085666 A]
PUBLISHED: April 10, 1991 (19910410)
INVENTOR(s): MATSUSE KENJI
APPLICANT(s): RICOH CO LTD [000674] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 01-223594 [JP 89223594]
FILED: August 30, 1989 (19890830)
INTL CLASS: [5] G06F-015/20
JAPIO CLASS: 45.4 (INFORMATION PROCESSING -- Computer Applications)
JAPIO KEYWORD: R139 (INFORMATION PROCESSING -- Word Processors)
JOURNAL: Section: P, Section No. 1223, Vol. 15, No. 266, Pg. 15, July
05, 1991 (19910705)

ABSTRACT

PURPOSE: To select a Chinese **character** (KANJI) matched to the education level of an **objective** **person** by comparing the education level of a conversion candidate detected from a Japanese syllabary (KANA) - KANJI dictionary with a constant education level and automatically suppressing the extraction of the conversion candidate at a level higher than the set education level.

CONSTITUTION: Education level information are provided for the unit of a

word in a KANA-KANJI dictionary 7 and since a dictionary retrieval part 3 extracts the KANJI based on a result decided by an education level decision part 6, it is suppressed the KANJI to be extracted at the time of an input is outputted as it is. Then, a document using the KANJI at the set education level is prepared. It is judged by a KANJI description detection part 9 and a KANJI description decision part 10 whether the KANJI description detected from the prepared document is suitable for the set education level or not, and further, according to a designated correction class by levels, the unsuitable KANJI description is corrected to the KANA or the KANA showing the reading of the KANJI is attached by a correction / KANA showing reading attachment part 11. Thus, the KANJI out of education level application can be extracted and corrected even to the already prepared document

11/5/21 (Item 21 from file: 347)

DIALOG(R)File 347:JAPIO

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03378729 **Image available**

FOCUS ACTUATOR

PUB. NO.: 03-041629 [JP 3041629 A]

PUBLISHED: February 22, 1991 (19910222)

INVENTOR(s): ICHIHARA JUNICHI

APPLICANT(s): FUJITSU LTD [000522] (A Japanese Company or Corporation), JP
(Japan)

APPL. NO.: 01-176392 [JP 89176392]

FILED: July 07, 1989 (19890707)

INTL CLASS: [5] G11B-007/09

JAPIO CLASS: 42.5 (ELECTRONICS -- Equipment)

JAPIO KEYWORD: R102 (APPLIED ELECTRONICS -- Video Disk Recorders, VDR)

JOURNAL: Section: P, Section No. 1200, Vol. 15, No. 184, Pg. 119, May
13, 1991 (19910513)

ABSTRACT

PURPOSE: To enlarge a focus control band to a high area side by composing a driving mechanism of almost rectangular coils in the shape of planes and a pair of permanent magnets arranged to face to the respective coils.

CONSTITUTION: A driving mechanism 30 is composed of almost rectangular coils 31 and 32 in the shape of planes fixed on the both side faces of an objective lens holding member 21 and arranged so that two faced sides can be orthogonal to an optical axis 26 of an objective lens 22 and a pair of permanent magnets 33 and 34 arranged to face to the respective coils 31 and 32 for applying mutually reverse magnetic fluxes to the two sides of a pair of the almost rectangular coils 31 and 32. Accordingly, since the objective lens holding member 21 is not fitted into a magnetic gap in structure, the number of vibration to widely resonate mechanical **characteristic** can be widely rised. Thus, the number of resonance vibration for the **objective lens holding member** 21 can be widely rised and the band, where focus control can be executed, can be improved.

11/5/22 (Item 22 from file: 347)

DIALOG(R)File 347:JAPIO

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03339062 **Image available**

MEDIUM CONTROL METHOD OF THERMAL TRANSFER PRINTER

PUB. NO.: 03-001962 [JP 3001962 A]

PUBLISHED: January 08, 1991 (19910108)
 INVENTOR(s): YOSHIDA TAKASHI
 WATANABE KATSUMI
 SHIMIZU ISAO
 MATSUDA YASUHIRO
 YOSHIDA MASASHI
 SHIRAKI MAKOTO
 APPLICANT(s): HITACHI LTD [000510] (A Japanese Company or Corporation), JP
 (Japan)
 APPL. NO.: 01-136586 [JP 89136586]
 FILED: May 30, 1989 (19890530)
 INTL CLASS: [5] B41J-002/36; H04N-001/23
 JAPIO CLASS: 29.4 (PRECISION INSTRUMENTS -- Business Machines); 44.7
 (COMMUNICATION -- Facsimile)
 JAPIO KEYWORD: R002 (LASERS); R105 (INFORMATION PROCESSING -- Ink Jet
 Printers); R131 (INFORMATION PROCESSING -- Microcomputers &
 Microprocessors)
 JOURNAL: Section: M, Section No. 1092, Vol. 15, No. 105, Pg. 75, March
 13, 1991 (19910313)

ABSTRACT

PURPOSE: To express the density and hue of an image so as to match with the
 taste of a user by calculating the gradation-to-current supply time
 characteristic to the gradation-to-recording density aimed by the user from
 a preliminarily stored gradation-to-recording density characteristic and
 gradation-to-current supply time characteristic by operation and
 determining the heat value of a thermal head to perform printing control.

CONSTITUTION: In a thermal transfer printer, when gradation is expressed as
 K, a gradation K-to-recording density $D(\text{sub } 1)$ characteristic and a
 gradation K-to-current supply time $P(\text{sub } 1)$ characteristic are stored in a
 memory table as $D(\text{sub } 1)=f(\text{sub } 1)(K)$ and $P(\text{sub } 1)=g(\text{sub } 1)(K)$. A **user**
 inputs an **objective** gradation K-to-recording density $D(\text{sub } 2)$
characteristic wherein desired recording density is applied to each
 gradation to the thermal transfer printer to store the same therein.
 Herein, the gradation K-to-current supply time $P(\text{sub } 2)=g(\text{sub } 2)(K)$
 corresponding to the gradation K-to-recording density $D(\text{sub } 2)$ is
 calculated from the stored $D(\text{sub } 1)$, $P(\text{sub } 1)$ by operating $g(\text{sub } 2)(K)=g(\text{sub } 1)(K) f(\text{sub } 2)(K)/f(\text{sub } 1)(K)$ to be stored. When the heat value
 of a thermal head due to the current supply time of $P(\text{sub } 2)$ is controlled,
 the density degree of the image due to $P(\text{sub } 2)$ is different from that of
 the image due to $P(\text{sub } 1)$. When the gradation-to-recording density
 characteristic and the gradation-to-current supply time characteristic are
 altered with respect to the three primary colors of ink, the hue of an
 image is changed and the hue favorite to a user can be formed.

11/5/23 (Item 23 from file: 347)

DIALOG(R) File 347:JAPIO

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02927330 **Image available**

OBJECTIVE LENS DRIVING DEVICE FOR OPTICAL DISK DEVICE

PUB. NO.: 01-224930 [JP 1224930 A]
 PUBLISHED: September 07, 1989 (19890907)
 INVENTOR(s): OZAKI HIROSHI
 IKEBE KOICHI
 APPLICANT(s): MITSUBISHI ELECTRIC CORP [000601] (A Japanese Company or
 Corporation), JP (Japan)
 APPL. NO.: 63-049684 [JP 8849684]

FILED: March 04, 1988 (19880304)
INTL CLASS: [4] G11B-007/09
JAPIO CLASS: 42.5 (ELECTRONICS -- Equipment)
JAPIO KEYWORD: R102 (APPLIED ELECTRONICS -- Video Disk Recorders, VDR)
JOURNAL: Section: P, Section No. 970, Vol. 13, No. 543, Pg. 127,
December 06, 1989 (19891206)

ABSTRACT

PURPOSE: To obtain easy assembly and stable characteristics by inserting and fixing a coil holder provided with a driving coil into a through-hole formed at an objective lens holding member.

CONSTITUTION: Tracking direction control coils 22a and 22b are obtained by serially winding a single wire to cores 21a and 21b at both edges of a straight line coil holder 21 with tensile force, further, strongly adhering them, and after the wire is windingly adhered to the coil holder 21, fitting the wire into an objective lens holding member 20. Thus, foreign materials such as adhesives, solder or dirt rarely adhere to the **objective** lens holding **member** 20 at the time of the assembly, and the easy assembly and the excellent **characteristics** can be obtained.

11/5/24 (Item 24 from file: 347)

DIALOG(R) File 347:JAPIO
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02506108 **Image available**
OBJECTIVE LENS DEVICE

PUB. NO.: 63-123008 [JP 63123008 A]
PUBLISHED: May 26, 1988 (19880526)
INVENTOR(s): TADOKORO MICHIHIRO
IMAI HITOSHI
KOYANAGI KIMIYUKI
ARAI RYUICHIRO
APPLICANT(s): MITSUBISHI ELECTRIC CORP [000601] (A Japanese Company or Corporation), JP (Japan)
APPL. NO.: 61-270658 [JP 86270658]
FILED: November 12, 1986 (19861112)
INTL CLASS: [4] G02B-007/02; G11B-007/12
JAPIO CLASS: 29.2 (PRECISION INSTRUMENTS -- Optical Equipment); 42.5 (ELECTRONICS -- Equipment)
JAPIO KEYWORD: R002 (LASERS); R102 (APPLIED ELECTRONICS -- Video Disk Recorders, VDR)
JOURNAL: Section: P, Section No. 768, Vol. 12, No. 377, Pg. 68,
October 07, 1988 (19881007)

ABSTRACT

PURPOSE: To obtain an objective lens having good temperature **characteristics** by forming a supporting **member** for the **objective** lens by using alloy whose coefficient of heat expansion is nearly equal to that of the lens.

CONSTITUTION: The objective lens device 45 consists of glass lenses 1, 2 and 3, a lens barrel 4, and a spacer 5. The lens barrel 4 and spacer 5 are formed of the alloy which are nearly equal in coefficient of heat expansion to the lenses and consists principally of iron and nickel. Consequently, the distortion due to heat expansion and shrinkage is reduced to obtain the objective lens with good temperature characteristics

11/5/25 (Item 25 from file: 347)

DIALOG(R)File 347:JAPIO
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01159229
SLIDE MEMBER

PUB. NO.: 58-096629 [JP 58096629 A]
PUBLISHED: June 08, 1983 (19830608)
INVENTOR(s): OCHIAI TOSHIHIKO
MIYANO TADASHI
OKADA SHOJI
NAKAMURA KIYOSHI
NISHIDA KATSUTOSHI
APPLICANT(s): TOSHIBA CORP [000307] (A Japanese Company or Corporation), JP
(Japan)
APPL. NO.: 56-192822 [JP 81192822]
FILED: December 02, 1981 (19811202)
INTL CLASS: [3] C08J-005/22; C25B-013/08; B01J-047/12
JAPIO CLASS: 13.3 (INORGANIC CHEMISTRY -- Ceramics Industry); 22.1
(MACHINERY -- Machine Elements)
JOURNAL: Section: C, Section No. 183, Vol. 07, No. 195, Pg. 65, August
25, 1983 (19830825)

ABSTRACT

PURPOSE: To obtain a slide member excellent bearing characteristics, made of a boron nitride having an orientation coefficient not exceeding a specific value.

CONSTITUTION: The **objective** a slide **member** such as bearing, made of a sort of boron nitride whose **characteristics** are as follows: in the case of a boron nitride hot-pressed sample, the X-ray diffraction characteristics represented by the orientation coefficient, i.e. the ratio of the diffraction beam intensity at(101)-plane of .beta.-Si, Ni to that at(210)-plane does not exceed 0.3.

11/5/26 (Item 1 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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015159858 **Image available**
WPI Acc No: 2003-220386/200321
XRPX Acc No: N03-175804

**Customer satisfaction evaluation method for product quality development,
involves obtaining customer satisfaction of customer requirement
corresponding to actual achievement value of product characteristics**

Patent Assignee: TOSHIBA KK (TOKE); KYOYA Y (KYOY-I); NAKANO T (NAKA-I);
NOGUCHI K (NOGU-I)

Inventor: KYOYA Y; NAKANO T; NOGUCHI K

Number of Countries: 002 Number of Patents: 002

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| US 20020184082 | A1 | 20021205 | US 2002157153 | A | 20020530 | 200321 B |
| JP 2002358400 | A | 20021213 | JP 2001164693 | A | 20010531 | 200321 |

Priority Applications (No Type Date): JP 2001164693 A 20010531

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|----------------|------|--------|-------------|--------------|
| US 20020184082 | A1 | 23 | G06F-017/60 | |
| JP 2002358400 | A | 10 | G06F-017/60 | |

Abstract (Basic): US 20020184082 A1

NOVELTY - A relationship between a baseline of a product **characteristics** and target of a product **characteristics** and a relationship between the **goal** of **customer** requirement and customer satisfaction of the customer requirement corresponding, are obtained. A customer satisfaction of the customer requirement corresponding to an actual achievement value of the product characteristics, is obtained.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for article of manufacture comprising recorded medium storing customer satisfaction evaluation program.

USE - For development of product quality.

ADVANTAGE - Enables to effectively evaluate a product in the early stage of development and hence reduces the risk of putting the product on the market.

DESCRIPTION OF DRAWING(S) - The figure shows the quality factor development (QFD) chart.

pp; 23 DwgNo 2D/10

Title Terms: CUSTOMER; EVALUATE; METHOD; PRODUCT; QUALITY; DEVELOP; OBTAIN; CUSTOMER; CUSTOMER; REQUIRE; CORRESPOND; ACTUAL; ACHIEVE; VALUE; PRODUCT; CHARACTERISTIC

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

11/5/27 (Item 2 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014896293 **Image available**

WPI Acc No: 2002-716999/200278

XRPX Acc No: N02-565749

Schedule communication method involves providing advertisement with different characteristics content selected based on individual information with respect to user's schedule at objective type

Patent Assignee: B TO C INTERFACE KK (BTOC-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|---------------|------|----------|----------|
| JP 2002259826 | A | 20020913 | JP 2001371808 | A | 20011205 | 200278 B |

Priority Applications (No Type Date): JP 2000369393 A 20001205

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|---------------|------|--------|-------------|--------------|
| JP 2002259826 | A | 27 | G06F-017/60 | |

Abstract (Basic): JP 2002259826 A

NOVELTY - The user's schedule is received and advertisement based on individual information is selected. The selected advertisement with different **characteristic** content are provided to the **user** at **objective** type with respect to schedule of the user.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for the following:

- (1) Schedule communication device; and
- (2) Schedule communication system.

USE - Schedule communication method.

ADVANTAGE - Incorporates advertisement chosen with passage of time based on individual's information with respect to schedule of user.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of schedule communication system. (Drawing includes non-English language text).

pp; 27 DwgNo 1/33

Title Terms: SCHEDULE; COMMUNICATE; METHOD; ADVERTISE; CHARACTERISTIC;
CONTENT; SELECT; BASED; INDIVIDUAL; INFORMATION; RESPECT; USER; SCHEDULE;
OBJECTIVE; TYPE
Derwent Class: T01
International Patent Class (Main): G06F-017/60
International Patent Class (Additional): G06F-013/00; G06F-017/30
File Segment: EPI

11/5/28 (Item 3 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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014612931 **Image available**
WPI Acc No: 2002-433635/200246
Related WPI Acc No: 2002-705991; 2003-016560
XRPX Acc No: N02-341201

Packet switched voice signal quality evaluation for telecommunication network, involves determining probability signals satisfying selected quality ratings by measuring objective characteristics of quality model

Patent Assignee: MCI WORLDCOM INC (MCIW-N)
Inventor: HARDY W C
Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| US 6370120 | B1 | 20020409 | US 98220733 | A | 19981224 | 200246 B |

Priority Applications (No Type Date): US 98220733 A 19981224

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|------------|------|-----|----|-------------|--------------|
| US 6370120 | B1 | | 13 | H04L-012/26 | |

Abstract (Basic): US 6370120 B1

NOVELTY - An evaluation voice message is generated by varying each **objective characteristic**. A **user** perception data is received for each listen object relating voice messages. A voice quality model is produced, based on the user perception data. The probability of the each voice signal satisfying the selected quality ratings is determined by measuring and converting each objective characteristics into subjective quality of characteristics of model.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for apparatus for evaluating the quality of a packet switched voice connection.

USE - For telecommunication network. e.g. PSTN and for internet telephone network, voice over satellite network.

ADVANTAGE - Raises communication yield, by measuring the performance of channel or communication element, before servicing.

DESCRIPTION OF DRAWING(S) - The figure shows a communication network utilizing the packet switched voice signals evaluating system.
pp; 13 DwgNo 1A/5

Title Terms: PACKET; SWITCH; VOICE; SIGNAL; QUALITY; EVALUATE;
TELECOMMUNICATION; NETWORK; DETERMINE; PROBABILITY; SIGNAL; SATISFY;
SELECT; QUALITY; RATING; MEASURE; OBJECTIVE; CHARACTERISTIC; QUALITY;
MODEL

Derwent Class: T01; W01
International Patent Class (Main): H04L-012/26
File Segment: EPI

11/5/29 (Item 4 from file: 350)
DIALOG(R)File 350:Derwent WPIX

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014548351 **Image available**

WPI Acc No: 2002-369054/200240

XRPX Acc No: N02-288404

Health condition evaluation device for old, handicapped person, prestores list of daily living activities of person and list of actions corresponding to each activity in respective memories

Patent Assignee: HITACHI PLANT ENG & CONSTR CO LTD (HIEJ)

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|---------------|------|----------|----------|
| JP 2002099620 | A | 20020405 | JP 2000286272 | A | 20000921 | 200240 B |

Priority Applications (No Type Date): JP 2000286272 A 20000921

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|---------------|------|--------|---------------|--------------|
| JP 2002099620 | A | | 6 G06F-017/60 | |

Abstract (Basic): JP 2002099620 A

NOVELTY - Memories (1,3) respectively store a list of daily living activities (ADL) of an **objective person** and list of actions corresponding to each activity, based on physical **characteristics** of the person. A display (7) displays the ADL and action lists from which an operator selects a designated action.

USE - For evaluating health condition of old, handicapped persons.

ADVANTAGE - Enables effective and reliable evaluation even using inexperienced persons, thereby improving the care service provided to the objective person.

DESCRIPTION OF DRAWING(S) - The figure shows an explanatory view of health condition evaluation device. (Drawing includes non-English language text).

Memories (1,3)

Display (7)

pp; 6 DwgNo 1/6

Title Terms: HEALTH; CONDITION; EVALUATE; DEVICE; HANDICAPPED; PERSON; LIST ; DAILY; LIVE; ACTIVE; PERSON; LIST; ACTION; CORRESPOND; ACTIVE;

RESPECTIVE; MEMORY

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

11/5/30 (Item 5 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014379939 **Image available**

WPI Acc No: 2002-200642/200226

XRPX Acc No: N02-152701

Homepage search device displays list of homepage character row display aspects, based on computed similarity between received homepage objective information and user individual information

Patent Assignee: JUST SYSTEM KK (JUST-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|---------------|------|----------|----------|
| JP 2002032413 | A | 20020131 | JP 2000217912 | A | 20000718 | 200226 B |

Priority Applications (No Type Date): JP 2000217912 A 20000718

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
JP 2002032413 A 26 G06F-017/30

Abstract (Basic): JP 2002032413 A

NOVELTY - A transceiver unit (807) in client (101), receives the URL and objective information of homepage, relevant to input character row, from the server. A conversion display unit (803) performs list display of the homepage **character** row display aspect based on similarity between homepage **objective** information and **user**'s individual information in storage unit (803a).

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) Homepage search system;
- (b) Homepage search method;
- (c) Recorded medium recorded with program for homepage search method

USE - For referring to a specific homepage while producing documents.

ADVANTAGE - Many homepages relevant to the input character row with new uniform resource locators (URL) are acquired, improving efficiency of searching a specific homepage easily.

DESCRIPTION OF DRAWING(S) - The figure shows an explanatory drawing of the functional components of client and conversion server. (Drawing includes non-English language text).

Client (101)
Conversion display unit (803)
Storage unit (803a)
Transceiver unit (807)
pp; 26 DwgNo 3/24

Title Terms: SEARCH; DEVICE; DISPLAY; LIST; CHARACTER; ROW; DISPLAY; ASPECT
; BASED; COMPUTATION; SIMILAR; RECEIVE; OBJECTIVE; INFORMATION; USER;
INDIVIDUAL; INFORMATION

Derwent Class: T01

International Patent Class (Main): G06F-017/30

International Patent Class (Additional): G06F-003/00; G06F-013/00

File Segment: EPI

✓ 11/5/31 (Item 6 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

014374700 **Image available**

WPI Acc No: 2002-195403/200225

XRPX Acc No: N02-148482

Monitoring and optionally changing behavior state and/or attitude state and/or educational state of person by subjecting person to further questions and/or information and/or training routines of corresponding series

Patent Assignee: IMS LEARNING AS (IMSL-N); AARO-HANSEN P (AARO-I); BYRIEL J (BYRI-I); HAYES K B (HAYE-I); SANDER S (SAND-I); VINKE E W (VINK-I)

Inventor: AARO-HANSEN P; BYRIEL J; HAYES K B; SANDER S; VINKE E W

Number of Countries: 096 Number of Patents: 004

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| WO 200167423 | A1 | 20010913 | WO 2001DK161 | A | 20010309 | 200225 B |
| AU 200139212 | A | 20010917 | AU 200139212 | A | 20010309 | 200225 |
| US 20010031451 | A1 | 20011018 | US 2000195046 | P | 20000406 | 200225 |
| | | | US 2001801650 | A | 20010309 | |
| EP 1279152 | A1 | 20030129 | EP 2001913737 | A | 20010309 | 200310 |

Bode Akintola30-Oct-03

Priority Applications (No Type Date): US 2000195046 P 20000406; DK 2000396
A 20000310

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

WO 200167423 A1 E 57 G09B-005/00

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA
CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS
JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL
PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

AU 200139212 A G09B-005/00 Based on patent WO 200167423

US 20010031451 A1 G09B-019/00 Provisional application US 2000195046

EP 1279152 A1 E G09B-005/00 Based on patent WO 200167423

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT
LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200167423 A1

NOVELTY - At least one set of parameters P1 is recorded and stored as a result of a series A and related to the individual or his/her activities and indicative of the state(s). The set(s) of parameters P1 provides at least one index of the status of the individual with respect to the state(s) for its comparing with the reference measure. The individual is classified, and/or subjected for further questions and/or information and/or training routines.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for:

(a) a computer system for interactively monitoring and optionally changing the behavior state(s) and/or attitude state(s) and/or educational state(s) of an individual

USE - In an education and evaluation for aligning individual **behaviors** with organization **goals**, for monitoring **individuals** of an organization by the use of a combination between electronic indicators encapsulated in the individuals working environment and from electronically provided and supported questionnaires.

ADVANTAGE - An individual's behavior and/or well-being and/or performance can be aligned with their organization's goals, and these can be compared to other individuals and organizations on a global basis. Reduces the incidence of injury and shorten the healing time while at the same time enable an organization to optimize its investment and efforts.

DESCRIPTION OF DRAWING(S) - The drawing shows a flowchart of the method according to the present invention.

pp; 57 DwgNo 1/18

Title Terms: MONITOR; OPTION; CHANGE; BEHAVE; STATE; ATTITUDE; STATE;
EDUCATION; STATE; PERSON; SUBJECT; PERSON; QUESTION; INFORMATION;
TRAINING; ROUTINE; CORRESPOND; SERIES

Derwent Class: P85; T01; W04

International Patent Class (Main): G09B-005/00; G09B-019/00

International Patent Class (Additional): G09B-007/04; G09B-019/24

File Segment: EPI; EngPI

11/5/32 (Item 7 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014371937 **Image available**

WPI Acc No: 2002-192640/200225

XRPX Acc No: N02-146262

Eating habit evaluation system for old people, has system administrator who evaluates eating habit of person from content of objective person 's meal obtained from the person

Patent Assignee: HYBRID INT KK (HYBR-N)

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|---------------|------|----------|----------|
| JP 2002024403 | A | 20020125 | JP 2000206576 | A | 20000707 | 200225 B |

Priority Applications (No Type Date): JP 2000206576 A 20000707

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|---------------|------|-----|----|-------------|--------------|
| JP 2002024403 | A | | 7 | G06F-017/60 | |

Abstract (Basic): JP 2002024403 A

NOVELTY - Objective persons (A1-An,B1-Bn,C1-Cn) output data sheet containing content of his meal to a system administrator (1) through internet (IN) or facsimile. The administrator evaluates eating habit of the person using the received data and stores in a memory (1f).

USE - For evaluating eating habits of old people through internet or facsimile.

ADVANTAGE - Condition of one's own meal can be understood clearly, hence eating content of the person is improved. Eating habit of a person is evaluated with minimum labor in a short time.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic diagram of eating habit evaluation system. (Drawing includes non-English language text).

System administrator (1)

Memory (1f)

Objective persons (A1-An,B1-Bn,C1-Cn)

Internet (IN)

pp; 7 DwgNo 1/4

Title Terms: EAT; HABIT; EVALUATE; SYSTEM; PEOPLE; SYSTEM; ADMINISTER; EVALUATE; EAT; HABIT; PERSON; CONTENT; OBJECTIVE; PERSON; MEAL; OBTAIN; PERSON

Derwent Class: T01

International Patent Class (Main): G06F-017/60

File Segment: EPI

11/5/33 (Item 8 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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014259791 **Image available**

WPI Acc No: 2002-080489/200211

XRPX Acc No: N02-059905

Display device for displaying documents in HTML used in electronic commerce, specifies interlocking graphical user interface unit from description about input objective graphical user interface unit in document

Patent Assignee: FUJI XEROX CO LTD (XERF)

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|---------------|------|----------|----------|
| JP 2001331301 | A | 20011130 | JP 2000150647 | A | 20000522 | 200211 B |

Priority Applications (No Type Date): JP 2000150647 A 20000522

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

JP 2001331301 A 14 G06F-003/14

Abstract (Basic): JP 2001331301 A

NOVELTY - An analyzing unit analyzes a description of document. A display unit displays the **character** comprising document, image based on analysis result. The input **objective** graphical **user** interface (GUI) unit is specified based on information input by user. An interlocking part specifying unit specifies interlocking GUI unit from description about input objective GUI unit. The specified indication are output to specified interlocking GUI unit.

USE - For displaying documents described in mark attachment languages such as HTML in electronic commerce.

ADVANTAGE - Interlocking process of the input values between GUI units is realized without using interpreter of a script language.

DESCRIPTION OF DRAWING(S) - The figure shows the parameter information set as GUI unit.

pp; 14 DwgNo 12/12

Title Terms: DISPLAY; DEVICE; DISPLAY; DOCUMENT; ELECTRONIC; SPECIFIED; INTERLOCKING; GRAPHICAL; USER; INTERFACE; UNIT; DESCRIBE; INPUT; OBJECTIVE; GRAPHICAL; USER; INTERFACE; UNIT; DOCUMENT

Derwent Class: T01

International Patent Class (Main): G06F-003/14

International Patent Class (Additional): G06F-003/00; G06F-009/44

File Segment: EPI

11/5/34 (Item 9 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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013854719 **Image available**

WPI Acc No: 2001-338932/200136

XRPX Acc No: N01-244920

Guide apparatus for visually impaired persons, outputs guide information that is selected based on input individual information and objective information, in speech, character or image form

Patent Assignee: MATSUSHITA DENKI SANGYO KK (MATU)

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|-------------|------|----------|----------|
| JP 2001091293 | A | 20010406 | JP 99273547 | A | 19990928 | 200136 B |

Priority Applications (No Type Date): JP 99273547 A 19990928

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|---------------|------|-----|----|-------------|--------------|
| JP 2001091293 | A | | 6 | G01C-021/00 | |

Abstract (Basic): JP 2001091293 A

NOVELTY - The communication section (4) transmits individual information and objective information that are input using respective input sections (2,3) to information selection section (5). The output section outputs guidance information that is selected based on input **individual** and **objective** information, in speech, **character** or image form.

USE - For providing geographical guidance to visually impaired persons at traffic signals.

ADVANTAGE - Since guidance information selected based on individual and objective information, information required by user is appropriately displayed.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of guide apparatus. (Drawing includes non-English language text).

Input sections (2,3)
Communication section (4)
Information selection section (5)
pp; 6 DwgNo 1/2
Title Terms: GUIDE; APPARATUS; VISUAL; IMPAIR; PERSON; OUTPUT; GUIDE;
INFORMATION; SELECT; BASED; INPUT; INDIVIDUAL; INFORMATION; OBJECTIVE;
INFORMATION; SPEECH; CHARACTER; IMAGE; FORM
Derwent Class: P85; S02; T07
International Patent Class (Main): G01C-021/00
International Patent Class (Additional): G08G-001/005; G09B-021/00;
G09B-029/10
File Segment: EPI; EngPI

11/5/35 (Item 10 from file: 350)
DIALOG(R) File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013851874 **Image available**
WPI Acc No: 2001-336087/200136
XRPX Acc No: N01-242604

Method of developing product characteristics for new product for personal and/or commercial use vehicles by generating target product characteristics as function of classified product attributes and preferred product brand position

Patent Assignee: FORD GLOBAL TECHNOLOGIES INC (FORD)
Inventor: FELICE J; FOXLEE T; SARKISIAN A; SCHROER J; VAN HOUSE R;
WILLIAMSON J

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| CA 2317369 | A1 | 20010314 | CA 2317369 | A | 20000905 | 200136 B |

Priority Applications (No Type Date): US 99395455 A 19990914

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|------------|------|-----|----|-------------|--------------|
| CA 2317369 | A1 | E | 46 | G06F-017/60 | |

Abstract (Basic): CA 2317369 A1

NOVELTY - A number of product attributes is generated each which are then classified. A preferred product brand position is generated as a function of the product attributes. Target product characteristics are generated as a function of the classified product attributes and the preferred product brand position. The target product **characteristics** represent **customer**-driven **objectives** for each of the number of product attributes.

USE - For positioning a brand and profiling product attributes for an intended customer market for personal and/or commercial use vehicles.

ADVANTAGE - Provides customer-driven products with consistent brand images and identifiable product attributes.

DESCRIPTION OF DRAWING(S) - The drawing shows a flowchart of an example of a market inquiry process.

pp; 46 DwgNo 1/7

Title Terms: METHOD; DEVELOP; PRODUCT; CHARACTERISTIC; NEW; PRODUCT; PERSON
; COMMERCIAL; VEHICLE; GENERATE; TARGET; PRODUCT; CHARACTERISTIC;
FUNCTION; CLASSIFY; PRODUCT; ATTRIBUTE; PREFER; PRODUCT; BRAND; POSITION
Derwent Class: T01; X22
International Patent Class (Main): G06F-017/60
File Segment: EPI

11/5/36 (Item 11 from file: 350)
DIALOG(R)File 350:Derwent WPIX
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013607261 **Image available**
WPI Acc No: 2001-091469/200110
Related WPI Acc No: 1997-178866; 1999-540746; 1999-550973; 1999-550974;
2000-182505; 2000-182506; 2000-271186
XRAM Acc No: C01-026977
XRPX Acc No: N01-069274

Glucose level monitoring system for assisting an individual weight management, fitness training, or exercise comprises a sensor and a processor coupled to the sensor

Patent Assignee: SPECTRX INC (SPEC-N)

Inventor: HATCH M R

Number of Countries: 093 Number of Patents: 002

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|----------------|------|----------|----------|
| WO 200078208 | A1 | 20001228 | WO 2000US16507 | A | 20000615 | 200110 B |
| AU 200054906 | A | 20010109 | AU 200054906 | A | 20000615 | 200122 |

Priority Applications (No Type Date): US 99357471 A 19990720; US 99139943 P 19990618; US 99357452 A 19990720

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|--------------|------|--------|----------------|--------------|
| WO 200078208 | A1 | E | 20 A61B-005/00 | |

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY CA CH CN CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TZ UG ZW

AU 200054906 A Based on patent WO 200078208

Abstract (Basic): WO 200078208 A1

NOVELTY - A glucose level monitoring system (100) comprises a sensor that detects glucose in biological fluid obtained from an individual, and a processor (160) coupled to the sensor. The processor is operable to store and compare data representing maximum or threshold glucose level for the individual, and glucose levels determined from the sensor.

DETAILED DESCRIPTION - The glucose level monitoring system for assisting an individual weight management, fitness training or exercise comprises a sensor that detects glucose in biological fluid obtained from the individual, and a processor coupled to the sensor. The processor is operable to store data representing maximum individual glucose level and glucose levels determined from the sensor at multiple times a day to obtain glucose levels after meal(s) of the individual.

INDEPENDENT CLAIMS are also included for the following:

- (1) assisting an individual in weight management; and
- (2) assisting an individual in fitness training or exercise.

USE - For monitoring glucose levels of an individual to assist weight management, fitness training or exercise.

ADVANTAGE - The inventive system has the ability to automatically and continuously or repeatedly monitor the glucose levels of an individual over extended periods of time during his/her normal daily routine, and creates information to optimize the individual's fitness endurance and performance.

DESCRIPTION OF DRAWING(S) - The figure shows a block diagram of the glucose level monitoring system.

Glucose level monitoring system (100)
Processor (160)
pp; 20 DwgNo 1/4
Title Terms: GLUCOSE; LEVEL; MONITOR; SYSTEM; ASSIST; INDIVIDUAL; WEIGHT;
MANAGEMENT; FIT; TRAINING; EXERCISE; COMPRISE; SENSE; PROCESSOR; COUPLE;
SENSE
Derwent Class: B04; P31
International Patent Class (Main): A61B-005/00
File Segment: CPI; EngPI

11/5/37 (Item 12 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013403438 **Image available**
WPI Acc No: 2000-575376/200054
XRPX Acc No: N00-425826

**Speaker collation apparatus of text dependence system, has judging unit
which judges misrepresented person, if resemblance degree of utterance
person, is below recorded threshold value**

Patent Assignee: NEC CORP (NIDE)
Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|-------------|------|----------|----------|
| JP 2000227800 | A | 20000815 | JP 9928962 | A | 19990205 | 200054 B |

Priority Applications (No Type Date): JP 9928962 A 19990205

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|---------------|------|--------|-------------|--------------|
| JP 2000227800 | A | 7 | G10L-017/00 | |

Abstract (Basic): JP 2000227800 A

NOVELTY - Memories (190,120) store computed threshold and N-piece audio data, respectively. A pattern production unit (170) produces registration pattern from stored initial standard pattern. An analyzer (200) converts input audio into characterizing vector and computes resemblance degree of the person. A judgment unit (220) judges misrepresented person, if resemblance degree of utterance person is below threshold.

DETAILED DESCRIPTION - The similarity measuring unit measures the resemblance degree of third person. The initial standard pattern memory stores the initial standard pattern, which does not contain **characteristics of objective person**. An INDEPENDENT CLAIM is also included for threshold setup method.

USE - For test dependence system.

ADVANTAGE - The dismissal error rate is stabilized in lesser time and threshold is setup effectively.

DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of speaker collation apparatus.

Pattern production unit (170)

Memories (190,120)

Analyzer (200)

Judgment unit (220)

pp; 7 DwgNo 1/2

Title Terms: SPEAKER; COLLATE; APPARATUS; TEXT; DEPEND; SYSTEM; JUDGEMENT;
UNIT; JUDGEMENT; PERSON; RESEMBLE; DEGREE; PERSON; BELOW; RECORD;
THRESHOLD; VALUE

Derwent Class: P86; W04

International Patent Class (Main): G10L-017/00

International Patent Class (Additional): G10L-015/06; G10L-015/14

File Segment: EPI; EngPI

11/5/38 (Item 13 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

013157128 **Image available**
WPI Acc No: 2000-329001/200028
XRPX Acc No: N00-247682

Computer implemented on-line shopping for electronic commerce, involves processing several variables in view of customer 's objectives to arrive at singular characterizing value of product offering at buyer agent

Patent Assignee: MASSACHUSETTS INST TECHNOLOGY (MASI)

Inventor: GUTTMAN R H

Number of Countries: 086 Number of Patents: 002

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|--------------|------|----------|----------|
| WO 200021006 | A1 | 20000413 | WO 99US22885 | A | 19991001 | 200028 B |
| AU 9965059 | A | 20000426 | AU 9965059 | A | 19991001 | 200036 |

Priority Applications (No Type Date): US 99119183 P 19990208; US 98102949 P 19981002; US 99119176 P 19990208; US 99119182 P 19990208

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|-----------|------|--------|----------|--------------|
|-----------|------|--------|----------|--------------|

| | | | | |
|--------------|----|---|----------------|--|
| WO 200021006 | A1 | E | 71 G06F-017/60 | |
|--------------|----|---|----------------|--|

Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN
CU CZ DE DK EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ
LC LK LR LS LT LU LV MD MG MK MN MW MX NO NZ PL PT RO RU SD SE SG SI SK
SL TJ TM TR TT UA UG UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR
IE IT KE LS LU MC MW NL OA PT SD SE SL SZ TZ UG ZW

| | | | | |
|------------|---|--|-------------|------------------------------|
| AU 9965059 | A | | G06F-017/60 | Based on patent WO 200021006 |
|------------|---|--|-------------|------------------------------|

Abstract (Basic): WO 200021006 A1

NOVELTY - The information concerning the customer's objectives is obtained at a buyer agent (14). Product feature data from several sales agents (18) associated with several merchants (16) is received via Internet. Several variables in view of **customer 's objectives** are processed at buyer agent to arrive at a singular **characterizing** value of that product offering.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following:

- (a) computer program stored on computer readable medium;
- (b) on-line shopping system;
- (c) graphical user interface

USE - For electronic commerce in on-line shopping.

ADVANTAGE - Allows customer at computer to shop on-line for a product such as goods or a service. Allows sales agents to accurately determine which of their product offerings closely meets the views of each shopper.

DESCRIPTION OF DRAWING(S) - The figure shows the schematic diagram of computer implemented on-line shopping system.

Buyer agent (14)

Merchants (16)

Sales agents (18)

pp; 71 DwgNo 1/8

Title Terms: COMPUTER; IMPLEMENT; LINE; SHOPPING; ELECTRONIC; PROCESS;
VARIABLE; VIEW; CUSTOMER; OBJECTIVE; ARRIVE; SINGULAR; VALUE; PRODUCT;
OFFER; BUY; AGENT

Derwent Class: T01
International Patent Class (Main): G06F-017/60
File Segment: EPI

11/5/39 (Item 14 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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013038592 **Image available**
WPI Acc No: 2000-210445/200019
XRPX Acc No: N00-157242

User objective characteristics **determining apparatus for electronic device determines object characteristics based on updated information from measurement condition memory**

Patent Assignee: ANRITSU CORP (ANRI)
Number of Countries: 001 Number of Patents: 001
Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|-------------|------|----------|-------------|------|----------|----------|
| JP 11337604 | A | 19991210 | JP 98145925 | A | 19980527 | 200019 B |

Priority Applications (No Type Date): JP 98145925 A 19980527

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-------------|------|-----|----|-------------|--------------|
| JP 11337604 | A | | 10 | G01R-031/00 | |

Abstract (Basic): JP 11337604 A

NOVELTY - Measurement condition are computed, based on information in parameter memory and stored in measurement condition memory (11). The measurement unit (12) determines the characteristics of determination object using updated information from measurement condition memory. DETAILED DESCRIPTION - The parameter memories (15a-q5c) of determination apparatus (1) stores the updated information based on input parameter in different order at arbitrary timings.

USE - **User objective characteristics** determination apparatus for electronic device such as computer, amplifier, repeater.

ADVANTAGE - The measurement calculation is performed only once and so the arithmetic processing time is shortened. The calculation process of wasteful measurement conditions is reduced. The determination operation efficiency is increased as the determination conditions are computed, only when start condition is input. DESCRIPTION OF DRAWING(S) - The figure shows the block diagram of determination apparatus. (1) Determination apparatus; (11) Measurement condition memory; (12) Determination unit; (16) Measurement condition calculator.

Dwg.1/9

Title Terms: USER; OBJECTIVE; CHARACTERISTIC; DETERMINE; APPARATUS; ELECTRONIC; DEVICE; DETERMINE; OBJECT; CHARACTERISTIC; BASED; UPDATE; INFORMATION; MEASURE; CONDITION; MEMORY

Derwent Class: S01

International Patent Class (Main): G01R-031/00

International Patent Class (Additional): G01R-013/22; G01R-027/28

File Segment: EPI

11/5/40 (Item 15 from file: 350)

DIALOG(R)File 350:Derwent WPIX
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012993557 **Image available**
WPI Acc No: 2000-165409/200015
XRPX Acc No: N00-123907

Real time optimization matching apparatus for use in internet for goods advertisement - compares observed behavior and identification of at least one entity vector

Patent Assignee: APTEX SOFTWARE INC (APTE-N)

Inventor: BROWN K B; CAID W R; CARLETON J L; DUNNING T E; KINDIG B D;

LAZARUS M A; PUGH R S; RUSSELL G S

Number of Countries: 002 Number of Patents: 002

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|---------------|------|----------|-------------|------|----------|----------|
| JP 2000020555 | A | 20000121 | JP 98363765 | A | 19981116 | 200015 B |
| US 6134532 | A | 20001017 | US 97971091 | A | 19971114 | 200054 |

Priority Applications (No Type Date): US 97971091 A 19971114

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|---------------|------|-----|----|-------------|--------------|
| JP 2000020555 | A | | 98 | G06F-017/30 | |
| US 6134532 | A | | | G06F-017/60 | |

Abstract (Basic): JP 2000020555 A

NOVELTY - A converter converts the observed behavior to a vector. A profile adaptor corrects the profile vector by the action vector, and the corrected profile vector is compared with entity vector, which shows an electronic advertisement. Then, the observed behavior and the identification of at least one entity vector, related densely are compared. DETAILED DESCRIPTION - An INDEPENDENT CLAIM is also included for real time optimization matching method.

USE - For use in internet for matching entity such as advertisement, coupon, product, or content of information.

ADVANTAGE - Based on vector space expression which has adaptability in both action, information and **behavior**, the entity which is **objective** is chosen **individually**. DESCRIPTION OF DRAWING(S) - The figure shows functional block diagram illustrating computer environment.

Dwg.1/20

Title Terms: REAL; TIME; MATCH; APPARATUS; GOODS; ADVERTISE; COMPARE;

OBSERVE; IDENTIFY; ONE; ENTITY; VECTOR

Derwent Class: T01

International Patent Class (Main): G06F-017/30; G06F-017/60

International Patent Class (Additional): G06F-015/00

File Segment: EPI

11/5/41 (Item 16 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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012872771 **Image available**

WPI Acc No: 2000-044604/200004

XRPX Acc No: N00-034184

Character edit procedure e.g. for Chinese character, Japanese syllabary - involves converting objective character into user defined character, based on referred user defined character code group having identical coding scheme

Patent Assignee: DAINIPPON SCREEN SEIZO KK (DNIS)

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|-------------|------|----------|-------------|------|----------|----------|
| JP 11306169 | A | 19991105 | JP 98126788 | A | 19980420 | 200004 B |

Priority Applications (No Type Date): JP 98126788 A 19980420

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes
JP 11306169 A 12 G06F-017/21

Abstract (Basic): JP 11306169 A

NOVELTY - The objective character is converted into user defined character stipulating conversion objective character in specific character code of user defined character code group, based on the referred user defined character code group having identical coding scheme and stipulating user defined character in character code.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are also included for the following: character editor; software for editing characters.

USE - For editing characters e.g. Chinese character, Japanese syllabary.

ADVANTAGE - Labor involved in user defined character conversion is reduced, thereby improving versatility. DESCRIPTION OF DRAWING(S) - The figure shows schematic block diagram of components of character editor.

Dwg.1/8

Title Terms: CHARACTER; EDIT; PROCEDURE; CHINESE; CHARACTER; JAPAN; CONVERT ; OBJECTIVE; CHARACTER; USER; DEFINE; CHARACTER; BASED; REFER; USER; DEFINE; CHARACTER; CODE; GROUP; IDENTICAL; CODE; SCHEME

Derwent Class: T01

International Patent Class (Main): G06F-017/21

File Segment: EPI

11/5/42 (Item 17 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

012789444 **Image available**

WPI Acc No: 1999-595671/199951

XRPX Acc No: N99-439949

Information search assistance operates in information providing system for multimedia application - has extraction unit that extracts and changes characteristic for every set up based on utilization log

Patent Assignee: NIPPON TELEGRAPH & TELEPHONE CORP (NITE)

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|-------------|------|----------|-------------|------|----------|----------|
| JP 11259520 | A | 19990924 | JP 9863174 | A | 19980313 | 199951 B |

Priority Applications (No Type Date): JP 9863174 A 19980313

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

JP 11259520 A 8 G06F-017/30

Abstract (Basic): JP 11259520 A

NOVELTY - Based on required **objective** of **user** such as emergency and communication environment, a selection unit chooses the **character** stored for every set up by automatic or manual operation. A varying unit (50) changes the parameter for every set up. An extraction unit (100) extracts and changes the characteristics of every set up based on the utilization log maintained for the set up.

USE - In information providing system for providing multimedia information to user through communication network.

ADVANTAGE - The need for user to input parameter each time is eliminated by which burden of user is reduced. The user chooses the set up character according to the condition, by which the user's state and demand is indicated to the system. The variable parameter which is set as character is changed by using the utilization log. Optimum character for every condition is chosen automatically by the user. The system

displays the character name, character image and parameter value by which current set condition is indicated to user. DESCRIPTION OF DRAWING(S) - The figure shows entire block diagram of information providing apparatus. (50) Parameter varying unit; (100) Extraction unit.

Dwg.1/5

Title Terms: INFORMATION; SEARCH; ASSIST; OPERATE; INFORMATION; SYSTEM; APPLY; EXTRACT; UNIT; EXTRACT; CHANGE; CHARACTERISTIC; SET; UP; BASED; LOG

Derwent Class: T01

International Patent Class (Main): G06F-017/30

International Patent Class (Additional): G06F-015/00

File Segment: EPI

11/5/43 (Item 18 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

012103793 **Image available**

WPI Acc No: 1998-520705/199844

XRPX Acc No: N98-406717

Personal software agent programming method for performing user-specified task - involves indicating correction to current generated rule when conflicts is detected with respect to another rule within hierarchical order of rules

Patent Assignee: AT & T CORP (AMTT)

Inventor: MURRAY L A; TERVEEN L G

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| US 5809492 | A | 19980915 | US 9615070 | A | 19960409 | 199844 B |
| | | | US 96769694 | A | 19961218 | |

Priority Applications (No Type Date): US 9615070 P 19960409; US 96769694 A 19961218

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|------------|------|-----|-------------|-------------------------|--------------|
| US 5809492 | A | 15 | G06F-015/18 | Provisional application | US 9615070 |

Abstract (Basic): US 5809492 A

The method involves creating a rule to control the personal software agent, by defining conditions, attributes and action of rule. The generated rule is arranged in a hierarchical order containing parent, child, sibling and inter rules, using CLASSIC.

Then it is detected whether the currently generated rule conflicts with another rule within the hierarchical order. If the rule conflicts with another rule, then correction to rule is indicated.

USE - Used in PC, DSP, ROM, PROM, EPROM, RAM, HDD, Optical disk drive.

ADVANTAGE - Acquires knowledge about user's **habits** , preference and **goals** . Allows **user** to define new rules.

Dwg.7/9

Title Terms: PERSON; SOFTWARE; AGENT; PROGRAM; METHOD; PERFORMANCE; USER; SPECIFIED; TASK; INDICATE; CORRECT; CURRENT; GENERATE; RULE; DETECT; RESPECT; RULE; HIERARCHY; ORDER; RULE

Index Terms/Additional Words: CLASSIC

Derwent Class: T01

International Patent Class (Main): G06F-015/18

File Segment: EPI

11/5/44 (Item 19 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

011413626 **Image available**
WPI Acc No: 1997-391533/199736
XRPX Acc No: N97-325992

Automatic selection appts of optimum radio channel - has selection controller which operates communication controller for operating switch corresponding to selected radio channel

Patent Assignee: SHARP KK (SHAF)
Inventor: KIMURA Y
Number of Countries: 002 Number of Patents: 002
Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| JP 9172430 | A | 19970630 | JP 95333202 | A | 19951221 | 199736 B |
| US 6058312 | A | 20000502 | US 96764261 | A | 19961212 | 200029 |

Priority Applications (No Type Date): JP 95333202 A 19951221

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|------------|------|-----|----|-------------|--------------|
| JP 9172430 | A | | 21 | H04L-001/22 | |
| US 6058312 | A | | | H04Q-007/32 | |

Abstract (Basic): JP 9172430 A

The appts has a first memory to store the communication information of a number of radio channels. A set of switches (4- 6) and communication controllers (7-9) are provided corresponding to the radio channels. The specification of the channel which is to be selected is designated by a designation unit (13). The specification is then stored in a second memory (11).

Based on the stored specification, the communication information stored in the first memory are referred and the optimum radio channel is selected corresponding to the specification by a selection controller (10). The selection controller operates the communication controller to operate the switch corresponding to the selected radio channel.

ADVANTAGE - Enables automatic selection of optimum radio channel based on user 's objective and radio communication infrastructure characteristics .

Dwg.1/16

Title Terms: AUTOMATIC; SELECT; APPARATUS; OPTIMUM; RADIO; CHANNEL; SELECT; CONTROL; OPERATE; COMMUNICATE; CONTROL; OPERATE; SWITCH; CORRESPOND; SELECT; RADIO; CHANNEL

Derwent Class: W01; W02

International Patent Class (Main): H04L-001/22; H04Q-007/32

International Patent Class (Additional): H04L-001/00; H04L-029/04;

H04M-011/00; H04Q-007/20

File Segment: EPI

11/5/45 (Item 20 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

011187484 **Image available**
WPI Acc No: 1997-165409/199715
XRPX Acc No: N97-136159

PIR motion detector with side-pivoting light assembly. - comprises support base, PIR detector, and light bulbs with surrounding reflectors

and short distance between front of lamp unit to pivot axis.

Patent Assignee: LEE L C Y (LEEL-I); DESA PATENT HOLDINGS CORP (DESA-N)

Inventor: LEE W; SANDELL D R

Number of Countries: 022 Number of Patents: 005

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|--------------|------|----------|----------|
| WO 9707361 | A1 | 19970227 | WO 96US13058 | A | 19960808 | 199715 B |
| AU 9666941 | A | 19970312 | AU 9666941 | A | 19960808 | 199727 |
| US 5649761 | A | 19970722 | US 95532096 | A | 19950811 | 199735 |
| CN 1192802 | A | 19980909 | CN 96196218 | A | 19960808 | 200040 |
| CA 2228761 | C | 20030415 | CA 2228761 | A | 19960808 | 200330 |
| | | | WO 96US13058 | A | 19960808 | |

Priority Applications (No Type Date): US 95532096 A 19950811

Cited Patents: DE 4027347; DE 9315070; US 5258899

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|--|------|--------|-------------|----------------------------|
| WO 9707361 | A1 | E 13 | F21V-023/04 | |
| Designated States (National): AU CA CN MX | | | | |
| Designated States (Regional): AT BE CH DE DK ES FI FR GB GR IE IT LU MC NL PT SE | | | | |
| AU 9666941 | A | | F21V-023/04 | Based on patent WO 9707361 |
| US 5649761 | A | 6 | F21S-001/14 | |
| CN 1192802 | A | | F21V-023/04 | |
| CA 2228761 | C | E | F21V-023/04 | Based on patent WO 9707361 |

Abstract (Basic): WO 9707361 A

The base (10) supports light bulbs (16) in holders (11) with reflectors (17) and a PIR detector in housing (12). One end of the lamp support arm (21) is coupled to the socket housing (13) through a pivot or swivel connection (22).

The swivel moves about a pivot position (23) offset from the back end of the socket housing (13). The moment arm, i.e. distance between the pivot position and the front of the lamp holder and bulb assembly, is significantly shorter than the overall length of the lamp holder assembly itself.

ADVANTAGE - Provides compact overall arrangement with lamps having small swept vol., better positioning of PIR unit and wide range of lamp swing without introducing false activation.

Dwg.1/5

Title Terms: MOTION; DETECT; SIDE; PIVOT; LIGHT; ASSEMBLE; COMPRISE; SUPPORT; BASE; DETECT; LIGHT; BULB; SURROUND; REFLECT; SHORT; DISTANCE; FRONT; LAMP; UNIT; PIVOT; AXIS

Index Terms/Additional Words: PASSIVE; INFRARED

Derwent Class: Q71; S02; S03; X26

International Patent Class (Main): F21S-001/14; F21V-023/04

International Patent Class (Additional): F21V-021/30

File Segment: EPI; EngPI

11/5/46 (Item 21 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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010409905 **Image available**

WPI Acc No: 1995-311252/199540

XRPX Acc No: N95-235085

Intelligent hyper-media text system for on-line navigation - stores user goal objects and text panel objects to form hyper-text object, stores link profiles contg. link vectors each having weights representing user activity relationship between objects and uses advisor to create

weight-ordered object

Patent Assignee: INT BUSINESS MACHINES CORP (IBMC)
Inventor: CHEN J R; FALLSIDE D C; FENWICK J R; FORCIER M D; KAPLAN C A;
WOLFF G J

Number of Countries: 001 Number of Patents: 001

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| US 5446891 | A | 19950829 | US 92841965 | A | 19920226 | 199540 B |
| | | | US 94333082 | A | 19941102 | |

Priority Applications (No Type Date): US 92841965 A 19920226; US 94333082 A 19941102

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|------------|------|--------|-------------|---------------------------------|
| US 5446891 | A | 17 | G06F-017/30 | Cont of application US 92841965 |

Abstract (Basic): US 5446891 A

The smart hyper-media system acquires user **characteristics** either directly or inferentially. Simple associative networks serve to model user profiles, including relationships between **user goals** and the hyper-media information nodes. Hyper-media links to other nodes are recommended by ranking a link list in an order that depends on one or more user profiles containing information relating to users' goals and interests. Users can teach the system directly by rearranging the order of suggested links on the list. The system can also learn indirectly by observing how long and in what sequence the user views each hyper-media information node.

User profiles can be combined to form group profiles and may be dynamically and continuously updated to form an adaptive system profile. The two system learning modes may be simultaneous or disjoint.

ADVANTAGE - Avoids overwhelming user with choices by introducing concept of graduated link-weight values for ordering linked nodes in list, so that most relevant link targets appear first in list.
Incorporates links between all nodes within hyper medium.

Dwg.2/7

Title Terms: INTELLIGENCE; HYPER; MEDIUM; TEXT; SYSTEM; ON-LINE; NAVIGATION
; STORAGE; USER; GOAL; OBJECT; TEXT; PANEL; OBJECT; FORM; HYPER; TEXT;
OBJECT; STORAGE; LINK; PROFILE; CONTAIN; LINK; VECTOR; WEIGHT; REPRESENT;
USER; ACTIVE; RELATED; OBJECT; WEIGHT; ORDER; OBJECT

Derwent Class: T01; W01

International Patent Class (Main): G06F-017/30

File Segment: EPI

11/5/47 (Item 22 from file: 350)

DIALOG(R)File 350:Derwent WPIX

(c) 2003 Thomson Derwent. All rts. reserv.

009141412 **Image available**

WPI Acc No: 1992-268850/199232

XRPX Acc No: N92-205618

**Hand held computer to control diet and weight using human behaviour
modification techniques - has visual and audio prompts to tell user when
to eat and exercise and displays feedback information on user progress**

Patent Assignee: HEALTH INNOVATIONS INC (HEAL-N); PICS INC (PICS-N)

Inventor: ABRAMS P S; BEHAR A; BEHAR O; BRENNEMAN S A; FREDERIKSEN L W; IDE
N C; JEROME A; LINK D A; LINNELL D J; PRITCHARD M J; SINGER H; SWISHER G
J; TIMMERMAN C T

Number of Countries: 034 Number of Patents: 003

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| WO 9212490 | A1 | 19920723 | WO 92US330 | A | 19920113 | 199232 B |
| AU 9212573 | A | 19920817 | AU 9212573 | A | 19920113 | 199245 |
| | | | WO 92US330 | A | 19920113 | |
| US 5673691 | A | 19971007 | US 91639425 | A | 19910111 | 199746 |
| | | | US 96582031 | A | 19960102 | |

Priority Applications (No Type Date): US 91639425 A 19910111; US 96582031 A 19960102

Cited Patents: 14Jnl.Ref; JP 59033570; JP 63008965; US 4853854; US 4951197; US 4954954; US 5019975

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|--|------|--------|-------------|---------------------------------|
| WO 9212490 | A1 | E 141 | G06F-015/20 | |
| Designated States (National): AT AU BB BG BR CA CH DE DK ES FI GB HU JP KP KR LK LU MG MW NL NO PL RO RU SD SE | | | | |
| Designated States (Regional): AT BE CH DE DK ES FR GB GR IT LU MC NL OA SE | | | | |
| AU 9212573 | A | | G06F-015/20 | Based on patent WO 9212490 |
| US 5673691 | A | 50 | G06F-015/00 | Cont of application US 91639425 |

Abstract (Basic): WO 9212490 A

The computer (7) prepares and monitors a goal-oriented weight, nutrition and exercise control program. Visual (5) and audio prompts (140) tell users when to eat and exercise, and provide suggestions for what to eat. The computer assists the user in setting safe goals for desired weight loss and the time required to achieve the loss.

The user follows the menu and exercise programs suggested by the computer. The computer records and analyses the user's food consumption, exercise and weight loss programs (800). It displays feedback information regarding the user's progress.

ADVANTAGE - Suited for helping individual control his weight.

Dwg.1/66

Title Terms: HAND; HELD; COMPUTER; CONTROL; DIET; WEIGHT; HUMAN; BEHAVE; MODIFIED; TECHNIQUE; VISUAL; AUDIO; PROMPT; TELL; USER; EAT; EXERCISE; DISPLAY; FEEDBACK; INFORMATION; USER; PROGRESS

Derwent Class: P85; S05; T01

International Patent Class (Main): G06F-015/00; G06F-015/20

International Patent Class (Additional): G09B-019/00

File Segment: EPI; EngPI

11/5/48 (Item 23 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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008382269 **Image available**

WPI Acc No: 1990-269270/199036

XRPX Acc No: N90-208443

Canned motor for driving actuator e.g. valve - has alternately magnetised pole-pairs secured to salient poles, and induction teeth formed along rotor outer annular portion

Patent Assignee: YASKAWA DENKI KK (YASW); YASAKAWA DENKI SEIS (YASA-N); YASKAWA DENKI SEISAKUSHO KK (YASW)

Inventor: HARADA R; KOBATA T; NAKANO J; SATOH I

Number of Countries: 004 Number of Patents: 004

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|------------|------|----------|-------------|------|----------|----------|
| EP 385203 | A | 19900905 | EP 90103075 | A | 19900216 | 199036 B |
| US 5065061 | A | 19911112 | US 90481046 | A | 19900216 | 199148 |
| EP 385203 | B1 | 19930915 | EP 90103075 | A | 19900216 | 199337 |

DE 69003273 E 19931021 DE 603273 A 19900216 199343
EP 90103075 A 19900216

Priority Applications (No Type Date): JP 89U147389 U 19891220; JP 89U18322 U 19890217

Cited Patents: EP 257906; EP 69630; WO 8400592; WO 8707784

Patent Details:

Patent No Kind Lan Pg Main IPC Filing Notes

EP 385203 A

Designated States (Regional): DE FR GB

EP 385203 B1 E 10 H02K-005/128

Designated States (Regional): DE FR GB

DE 69003273 E H02K-005/128 Based on patent EP 385203

Abstract (Basic): EP 385203 A

The canned motor comprises a stator provided outside of a tubular member (5) made of a nonmagnetic material, and a rotor (8) rotatably supported by bearings (10) within the tubular member (5) in opposition to the stator. The rotor (8) is rotated electromagnetically for driving an operating shaft such that it operates an objective member reciprocally. The stator comprises a laminated iron core having salient poles with a stator coil concentratedly wound around each salient pole. Permanent magnets (4) are secured to an arcuate surface of each salient pole and are alternately magnetized into a number of pole-pairs arranged along the surface at a constant The rotor (8) comprises an outer annular portion (81), an inner annular portion and a rim portion (7) interconnecting the two portions. A number of induction teeth (6) are formed along the circumference of the outer annular portion at a pitch equal to the pitch of the pairs of the permanent magnets (4) such that the difference between the total number of the induction teeth (Nt) and the total number of the pole-pairs (Np) of the permanent magnets (4) is made equal to an even number.

USE/ADVANTAGE - As pulse motor. High precision and high reliability.

Dwg.1/9

Title Terms: CAN; MOTOR; DRIVE; ACTUATE; VALVE; ALTERNATE; MAGNETISE; POLE; PAIR; SECURE; SALIENT; POLE; INDUCTION; TOOTH; FORMING; ROTOR; OUTER; ANNULAR; PORTION

Derwent Class: Q66; V06; X25

International Patent Class (Main): H02K-005/128

International Patent Class (Additional): F16K-031/04; H02K-001/14;

H02K-005/12; H02K-019/10; H02K-037/04

File Segment: EPI; EngPI

11/5/49 (Item 24 from file: 350)

DIALOG(R)File 350:Derwent WPIX

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008361325 **Image available**

WPI Acc No: 1990-248326/199033

XRPX Acc No: N90-192842

Image pick-up head - has relatively adjustable polarisers to include or remove reflected light at will

Patent Assignee: MITSUBISHI KASEI CORP (MITU); SCALAR CORP (SCAL-N);

JAPAN SLOLAR CORP (NISC-N); MITSUBISHI CHEM CORP (MITU)

Inventor: YAMAMOTO M

Number of Countries: 011 Number of Patents: 010

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|-----------|------|----------|-------------|------|----------|----------|
| EP 382424 | A | 19900816 | EP 90301109 | A | 19900202 | 199033 B |

Bode Akintola30-Oct-03

| | | | | | | |
|-------------|----|----------|-------------|---|----------|--------|
| CA 2009129 | A | 19900804 | | | | 199042 |
| US 4988158 | A | 19910129 | US 90474332 | A | 19900202 | 199107 |
| CN 1044884 | A | 19900822 | | | | 199119 |
| JP 3135276 | A | 19910610 | JP 89273419 | A | 19891020 | 199129 |
| EP 382424 | A3 | 19920102 | EP 90301109 | A | 19900202 | 199320 |
| CA 2009129 | C | 19950214 | CA 2009129 | A | 19900201 | 199514 |
| EP 382424 | B1 | 19961120 | EP 90301109 | A | 19900202 | 199651 |
| DE 69029155 | E | 19970102 | DE 629155 | A | 19900202 | 199706 |
| | | | EP 90301109 | A | 19900202 | |
| KR 9511887 | B1 | 19951011 | KR 901349 | A | 19900203 | 199849 |

Priority Applications (No Type Date): JP 89273419 A 19891020; JP 8926462 A 19890204

Cited Patents: NoSR.Pub; 3.Jnl.Ref; DE 3435369; JP 61178648; US 4501473

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

| | | | | | |
|-----------|---|--|----|--|--|
| EP 382424 | A | | 14 | | |
|-----------|---|--|----|--|--|

Designated States (Regional): CH DE FR GB IT LI

| | | | | | |
|------------|---|--|----|--|--|
| US 4988158 | A | | 12 | | |
|------------|---|--|----|--|--|

| | | | | | |
|-----------|----|--|----|--|--|
| EP 382424 | A3 | | 14 | | |
|-----------|----|--|----|--|--|

| | | | | | |
|-----------|------|--|----|-------------|--|
| EP 382424 | B1 E | | 15 | G02B-027/28 | |
|-----------|------|--|----|-------------|--|

Designated States (Regional): CH DE FR GB IT LI

| | | | | | |
|-------------|---|--|--|-------------|---------------------------|
| DE 69029155 | E | | | G02B-027/28 | Based on patent EP 382424 |
|-------------|---|--|--|-------------|---------------------------|

| | | | | | |
|------------|---|--|--|-------------|--|
| CA 2009129 | C | | | H04N-003/14 | |
|------------|---|--|--|-------------|--|

| | | | | | |
|------------|----|--|--|--------------|--|
| KR 9511887 | B1 | | | H04N-005/228 | |
|------------|----|--|--|--------------|--|

Abstract (Basic): EP 382424 A

The pickup head comprises a lens tube (1), an optical image system (2) inside the lens tube, an image pickup element (3) in the tube, which picks up the image formed by the image system, and a light guide (4) located annularly round the optical system, which projects light onto the subject (6), from a light source, through a polariser (9).

After reflection from the subject the light passes through a second polariser (12) before it reaches the pickup element, and the relative phases of these two polarisers can be adjusted so that the reflected light is either cut out or not cut out, so the image either includes or is free of reflected light.

USE/ADVANTAGE - For medical e.g. skin condition, or industrial use. Effect of reflected light can be adjusted at will. (14pp Dwg.No.1/1)

Title Terms: IMAGE; PICK-UP; HEAD; RELATIVELY; ADJUST; POLARISE; REMOVE; REFLECT; LIGHT

Derwent Class: P81; S03; S05; W04

International Patent Class (Main): G02B-027/28; H04N-003/14; H04N-005/228

International Patent Class (Additional): G02B-006/32; G02B-021/12;

G02B-023/06; G02B-026/08; H04N-005/23; H04N-005/238

File Segment: EPI; EngPI

| Set | Items | Description |
|-----|---------|---|
| S1 | 1342 | AU=(MCNEIL D? OR MCNEIL, D?) |
| S2 | 374431 | GOAL? ? |
| S3 | 2632262 | PERFORMANC? |
| S4 | 2959973 | BEHAVIOR? OR BEHAVIOUR? OR HABIT? OR TRAIT? ? |
| S5 | 59236 | S4(3N) (CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUS- TOMER? OR CLIENT? OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? - OR PERSON? ? OR WORKER? ? OR STAFF? OR EMPLOYEE?) |
| S6 | 3784203 | COMPANY? OR COMPANIES OR INSTITUTION? OR INCORPORATION? OR CORPORATION? OR ORGANIZATION? OR ORGANISATION? OR ENTERPRISE? |
| S7 | 154 | S2 AND S3 AND S5 AND S6 |
| S8 | 2 | S7 FROM 344,350,371,347 |
| S9 | 21611 | S2(25N)S3 |
| S10 | 1845 | S9(25N)S6 |
| S11 | 45 | S10 AND S5 |
| S12 | 2625 | S5(10N)S6 |
| S13 | 149 | S12(5N) (S2 OR S3) |
| S14 | 92 | S13 AND (MEASUR? OR MODEL?) |
| S15 | 90 | S14 NOT S8 |
| S16 | 43 | S11 NOT S8 |
| S17 | 126 | S15 OR S16 |
| S18 | 101 | S17 NOT PY>2000 |
| S19 | 100 | S18 NOT PD=20000803:20031031 |
| S20 | 90 | RD (unique items) — <i>all considered - KWIC</i> |

? show files

File 2:INSPEC 1969-2003/Oct W3
(c) 2003 Institution of Electrical Engineers

File 35:Dissertation Abs Online 1861-2003/Sep
(c) 2003 ProQuest Info&Learning

File 65:Inside Conferences 1993-2003/Oct W4
(c) 2003 BLDSC all rts. reserv.

File 99:Wilson Appl. Sci & Tech Abs 1983-2003/Sep
(c) 2003 The HW Wilson Co.

File 233:Internet & Personal Comp. Abs. 1981-2003/Jul
(c) 2003, EBSCO Pub.

File 474:New York Times Abs 1969-2003/Oct 30
(c) 2003 The New York Times

File 475:Wall Street Journal Abs 1973-2003/Oct 29
(c) 2003 The New York Times

File 583:Gale Group Globalbase(TM) 1986-2002/Dec 13
(c) 2002 The Gale Group

File 256:SoftBase:Reviews,Companies&Prods. 82-2003/Sep
(c)2003 Info.Sources Inc

File 344:Chinese Patents Abs Aug 1985-2003/Apr
(c) 2003 European Patent Office

File 347:JAPIO Oct 1976-2003/Jun(Updated 031006)
(c) 2003 JPO & JAPIO

File 350:Derwent WPIX 1963-2003/UD,UM &UP=200369
(c) 2003 Thomson Derwent

File 371:French Patents 1961-2002/BOPI 200209
(c) 2002 INPI. All rts. reserv.

File 94:JICST-EPlus 1985-2003/Nov W1
(c)2003 Japan Science and Tech Corp(JST)

File 6:NTIS 1964-2003/Nov W1
(c) 2003 NTIS, Intl Cpyrght All Rights Res

File 34:SciSearch(R) Cited Ref Sci 1990-2003/Oct W4
(c) 2003 Inst for Sci Info

File 434:SciSearch(R) Cited Ref Sci 1974-1989/Dec
(c) 1998 Inst for Sci Info

File 7:Social SciSearch(R) 1972-2003/Oct W4
(c) 2003 Inst for Sci Info

8/5/1 (Item 1 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

014396014 **Image available**
WPI Acc No: 2002-216717/200227
XRPX Acc No: N02-166180

**Processing of management information using computer data representing a
model of organization of people for association with data representing
a portfolio of management concepts**

Patent Assignee: AGILITY MANAGEMENT PARTNERS LLP (AGIL-N)
Inventor: BEAVEN D F
Number of Countries: 088 Number of Patents: 002
Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|--------------|------|----------|----------------|------|----------|----------|
| WO 200193072 | A2 | 20011206 | WO 2000US12029 | A | 20000601 | 200227 B |
| AU 200063345 | A | 20011211 | AU 200063345 | A | 20000601 | 200228 |
| | | | WO 2000US12029 | A | 20000601 | |

Priority Applications (No Type Date): WO 2000US12029 A 20000601

Patent Details:

| Patent No | Kind | Lan Pg | Main IPC | Filing Notes |
|-----------|------|--------|----------|--------------|
|-----------|------|--------|----------|--------------|

| | | | | |
|--------------|----|-------|-------------|--|
| WO 200193072 | A2 | E 112 | G06F-017/00 | |
|--------------|----|-------|-------------|--|

Designated States (National): AE AL AM AT AU AZ BA BB BG BR BY CA CH CN
CR CU CZ DE DK DM EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP
KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX NO NZ PL PT RO RU SD SE
SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GR IE IT
LU MC NL PT SE

| | | | | |
|--------------|---|--|-------------|------------------------------|
| AU 200063345 | A | | G06F-017/00 | Based on patent WO 200193072 |
|--------------|---|--|-------------|------------------------------|

Abstract (Basic): WO 200193072 A2

NOVELTY - An agility management program helps leaders, managers and staff to conduct normal management practices, a plan allows users to access aspects of the business, a user can see **goals** and projects associated with domains, costs, risks, status and due dates and alerts show any changes in **goals** and projects. The agile **company** allows users to evaluate practices against high **performance traits**, a baseline allows **users** to evaluate adequacy of business aspects against **performance** criteria and know-how allows users to access customized knowledge.

DETAILED DESCRIPTION - INDEPENDENT CLAIMS are included for a data processing system and for computer software.

USE - Processing of management information.

DESCRIPTION OF DRAWING(S) - The drawing is a block diagram of the system.

pp; 112 DwgNo 1/41

Title Terms: PROCESS; MANAGEMENT; INFORMATION; COMPUTER; DATA; REPRESENT;
MODEL; ORGANISE; PEOPLE; ASSOCIATE; DATA; REPRESENT; PORTFOLIO;
MANAGEMENT; CONCEPT

Derwent Class: T01

International Patent Class (Main): G06F-017/00

File Segment: EPI

8/5/2 (Item 2 from file: 350)
DIALOG(R)File 350:Derwent WPIX
(c) 2003 Thomson Derwent. All rts. reserv.

014374700 **Image available**

WPI Acc No: 2002-195403/200225

XRPX Acc No: N02-148482

Monitoring and optionally changing behavior state and/or attitude state and/or educational state of person by subjecting person to further questions and/or information and/or training routines of corresponding series ✓

Patent Assignee: IMS LEARNING AS (IMSL-N); AARO-HANSEN P (AARO-I); BYRIEL J (BYRI-I); HAYES K B (HAYE-I); SANDER S (SAND-I); VINKE E W (VINK-I)

Inventor: AARO-HANSEN P; BYRIEL J; HAYES K B; SANDER S; VINKE E W

Number of Countries: 096 Number of Patents: 004

Patent Family:

| Patent No | Kind | Date | Applicat No | Kind | Date | Week |
|----------------|------|----------|---------------|------|----------|----------|
| WO 200167423 | A1 | 20010913 | WO 2001DK161 | A | 20010309 | 200225 B |
| AU 200139212 | A | 20010917 | AU 200139212 | A | 20010309 | 200225 |
| US 20010031451 | A1 | 20011018 | US 2000195046 | P | 20000406 | 200225 |
| | | | US 2001801650 | A | 20010309 | |
| EP 1279152 | A1 | 20030129 | EP 2001913737 | A | 20010309 | 200310 |
| | | | WO 2001DK161 | A | 20010309 | |

Priority Applications (No Type Date): US 2000195046 P 20000406; DK 2000396 A 20000310

Patent Details:

| Patent No | Kind | Lan | Pg | Main IPC | Filing Notes |
|-----------|------|-----|----|----------|--------------|
|-----------|------|-----|----|----------|--------------|

| | | | | | |
|--------------|----|---|----|-------------|--|
| WO 200167423 | A1 | E | 57 | G09B-005/00 | |
|--------------|----|---|----|-------------|--|

Designated States (National): AE AG AL AM AT AU AZ BA BB BG BR BY BZ CA CH CN CO CR CU CZ DE DK DM DZ EE ES FI GB GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW

Designated States (Regional): AT BE CH CY DE DK EA ES FI FR GB GH GM GR IE IT KE LS LU MC MW MZ NL OA PT SD SE SL SZ TR TZ UG ZW

| | | | | |
|--------------|---|--|-------------|------------------------------|
| AU 200139212 | A | | G09B-005/00 | Based on patent WO 200167423 |
|--------------|---|--|-------------|------------------------------|

| | | | | |
|----------------|----|--|-------------|---------------------------------------|
| US 20010031451 | A1 | | G09B-019/00 | Provisional application US 2000195046 |
|----------------|----|--|-------------|---------------------------------------|

| | | | | |
|------------|----|---|-------------|------------------------------|
| EP 1279152 | A1 | E | G09B-005/00 | Based on patent WO 200167423 |
|------------|----|---|-------------|------------------------------|

Designated States (Regional): AL AT BE CH CY DE DK ES FI FR GB GR IE IT LI LT LU LV MC MK NL PT RO SE SI TR

Abstract (Basic): WO 200167423 A1

NOVELTY - At least one set of parameters P1 is recorded and stored as a result of a series A and related to the individual or his/her activities and indicative of the state(s). The set(s) of parameters P1 provides at least one index of the status of the individual with respect to the state(s) for its comparing with the reference measure. The individual is classified, and/or subjected for further questions and/or information and/or training routines.

DETAILED DESCRIPTION - An INDEPENDENT CLAIM is included for:

(a) a computer system for interactively monitoring and optionally changing the behavior state(s) and/or attitude state(s) and/or educational state(s) of an individual

USE - In an education and evaluation for aligning **individual behaviors** with **organization goals**, for monitoring individuals of an **organization** by the use of a combination between electronic indicators encapsulated in the individuals working environment and from electronically provided and supported questionnaires.

ADVANTAGE - An **individual's behavior** and/or well-being and/or **performance** can be aligned with their **organization's goals**, and these can be compared to other individuals and **organizations** on a global basis. Reduces the incidence of injury and shorten the healing time while at the same time enable an **organization** to optimize its investment and efforts.

DESCRIPTION OF DRAWING(S) - The drawing shows a flowchart of the method according to the present invention.

pp; 57 DwgNo 1/18

Title Terms: MONITOR; OPTION; CHANGE; BEHAVE; STATE; ATTITUDE; STATE; EDUCATION; STATE; PERSON; SUBJECT; PERSON; QUESTION; INFORMATION; TRAINING; ROUTINE; CORRESPOND; SERIES

Derwent Class: P85; T01; W04

International Patent Class (Main): G09B-005/00; G09B-019/00

International Patent Class (Additional): G09B-007/04; G09B-019/24

File Segment: EPI; EngPI

?

20/5/1 (Item 1 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

6634793 INSPEC Abstract Number: C2000-08-7120-021

Title: Prediction of the daily tax declaration submissions by neural networks

Author(s): Reinisch, W.; Roche, G.

Author Affiliation: Siemens AG, Wien, Austria

Conference Title: Proceedings of NC 1998. International ICSC/IFAC Symposium on Neural Computation p.811-15

Editor(s): Heiss, M.

Publisher: ICSC Academic Press, Zurich, Switzerland

Publication Date: 1998 Country of Publication: Switzerland CD-ROM pp.

ISBN: 3 906454 14 2 Material Identity Number: XX-1998-02055

Conference Title: Proceedings of International Symposium on Neural Computation

Conference Date: 23-25 Sept. 1998 Conference Location: Vienna, Austria

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: The paper describes an application oriented approach of neural networks. The main **goal** is to predict the **behavior** of **users** of a large service oriented **company**. The **company** offers a number of services to a well defined pool of customers. Prediction should specify the number of orders for the coming days as well as what customers will order. By using the Soft Computing Studio ECANSE prototypes of neural networks were developed considering well-known properties of the underlying database. The approach we used allows the solution of complex problems. Solving these problems using traditional optimization techniques is difficult or impossible. The resulting mathematical **model** makes it possible to predict the amount of work in a large queuing system with high accuracy. We have to point out that better prediction of customer behavior saves a significant amount of money. (4 Refs)

Subfile: C

Descriptors: financial data processing; neural nets

Identifiers: daily tax declaration submission prediction; neural networks ; large service oriented company; ECANSE Soft Computing Studio; database; mathematical **model** ; large queuing system; customer behavior prediction

Class Codes: C7120 (Financial computing); C5290 (Neural computing techniques)

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20/5/2 (Item 2 from file: 2)

DIALOG(R) File 2:INSPEC

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6567186 INSPEC Abstract Number: C2000-05-1290F-136

Title: Modelling the behaviour of engine assembly workers

Author(s): Baines, T.; Ladbrook, J.

Author Affiliation: Sch. of Ind. & Manuf. Eng., Cranfield Univ., Bedford, UK

Conference Title: IEE One Day Seminar on Systems Dependency on Humans (Ref. No.00/020) p.4/1-4

Publisher: IEE, London, UK

Publication Date: 1999 Country of Publication: UK 44 pp.

Material Identity Number: XX-2000-00621

Conference Title: IEE One Day Seminar on Systems Dependency on Humans (Ref No.00/020)

Conference Sponsor: IEE

Conference Date: 16 Feb. 2000 Conference Location: London, UK
Language: English Document Type: Conference Paper (PA)
Treatment: Applications (A); Theoretical (T)

Abstract: Presents a prototype **modelling** methodology that provides a generic approach to the creation of quantitative **models** of the relationships between a working environment, the direct workers and their subsequent **performance**. Once created for an **organisation**, such models can provide a prediction of how the **behaviour** of their **workers** will alter in response to changes in their working environment. The **goal** of this work is to improve the decision processes used in the design of the working environment. Through improving such processes, **companies** will gain better **performance** from their direct workers, and so improve business competitiveness. This paper first presents the need to **model** the **behaviour** of direct **workers** in manufacturing environments. To begin to address this need, a simplistic **modelling** framework is developed, and then this is expanded to provide a detailed **modelling** methodology. There then follows a description of an industrial evaluation of this methodology at Ford Motor Company. This **modelling** methodology has been assessed in this case study and has been found to be valid in this case. There are many challenges that this theme of research needs to address. The work described in this paper has made an important first step in this area, having gone some way to establishing a generic methodology and illustrating its potential value. Our future work will build on this foundation. (2 Refs)

Subfile: C

Descriptors: assembling; automobile industry; behavioural sciences; internal combustion engines; **modelling**; personnel

Identifiers: engine assembly workers; **worker behaviour modelling**; prototype **modelling** methodology; quantitative **models**; working environment; direct worker performance; worker performance; decision processes; business competitiveness; manufacturing environments; industrial evaluation; Ford Motor Company; case study; validity; generic methodology

Class Codes: C1290F (Systems theory applications in industry); C1290P (Systems theory applications in social science and politics)

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20/5/3 (Item 3 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

6473337 INSPEC Abstract Number: C2000-02-1290-057

Title: Simulating project work processes and organizations: toward a micro-contingency theory of organizational design

Author(s): Levitt, R.E.; Thomsen, J.; Christiansen, T.R.; Kunz, J.C.; Yan Jin; Nass, C.

Author Affiliation: Dept. of Civil & Environ. Eng., Stanford Univ., CA, USA

Journal: Management Science vol.45, no.11 p.1479-95

Publisher: Inst. Oper. Res. & Manage. Sci,

Publication Date: Nov. 1999 Country of Publication: USA

CODEN: MSCIAM ISSN: 0025-1909

SICI: 0025-1909(199911)45:11L:1479:SPWP;1-#

Material Identity Number: M120-2000-001

U.S. Copyright Clearance Center Code: 0025-1909/99/4511/1479\$05.00

Language: English Document Type: Journal Paper (JP)

Treatment: Bibliography (B); Theoretical (T)

Abstract: The virtual design team (VDT) extends and operationalizes Galbraith's (1973) information-processing view of organizations. VDT simulates the micro-level information processing, communication, and coordination **behavior** of **participants** in a project **organization** and

predicts several measures of participant and project-level **performance**. VDT-1 (Cohen 1991) and VDT-2 (Christiansen 1993) modeled project **organizations** containing actors with perfectly congruent **goals** engaged in complex but routine engineering design work within static **organization** structures. VDT-3 extends the VDT-2 work process representation to include measures of activity flexibility, complexity, uncertainty, and interdependence strength. It explicitly models the effects of goal incongruency between agents on their information processing and communication behavior while executing more flexible tasks. These extensions allow VDT to model more flexible organizations executing less routine work processes. VDT thus bridges rigorously between cognitive and social psychological micro-organization theory and sociological and economic macro-organization theory for project teams. VDT-S has been used to model and simulate the design of two major subsystems of a complex satellite launch vehicle. This case study provides initial evidence that the micro-contingency theory embodied in VDT-3 can be used to predict organizational breakdowns, and to evaluate alternative organizational changes to mitigate identified risks. VDT thus supports true "organizational engineering" for project teams. (50 Refs)

Subfile: C

Descriptors: concurrent engineering; product development; project management

Identifiers: project work processes; micro-contingency theory; organizational design; virtual design team; information-processing view; VDT-1; VDT-2; perfectly congruent goals; static organization structures; activity flexibility; goal incongruency; communication behavior; social psychological micro-organization theory; cognitive micro-organization theory; sociological macro-organization theory; complex satellite launch vehicle; VDT-3; organizational breakdowns; organizational changes; organizational engineering

Class Codes: C1290 (Applications of systems theory)

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20/5/4 (Item 4 from file: 2)

DIALOG(R) File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

5938579 INSPEC Abstract Number: C9807-6180-014

Title: Organizational culture and ideology in the design of complex computer system interfaces

Author(s): Kapp, E.A.; Caldwell, B.S.

Author Affiliation: Dept. of Ind. Eng., Wisconsin Univ., Madison, WI, USA

Conference Title: Design of Computing Systems: Cognitive Considerations. Proceedings of the Seventh International Conference on Human-Computer Interaction (HCI International '97) Part vol.1 p.125-8 vol.1

Editor(s): Salvendy, G.; Smith, M.J.; Koubek, R.J.

Publisher: Elsevier, Amsterdam, Netherlands

Publication Date: 1997 Country of Publication: Netherlands 2 vol. (xxvi+879+xxviii+1027) pp.

ISBN: 0 444 82183 X Material Identity Number: XX97-01890

Conference Title: Proceedings of HCI International 97. 7th International Conference on Human Computer Interaction jointly with 13th Symposium on Human Interface

Conference Date: 24-29 Aug. 1997 Conference Location: San Francisco, CA, USA

Language: English Document Type: Conference Paper (PA)

Treatment: Practical (P)

Abstract: Organizational culture has been considered a major mediator of **performance** and productivity in **organizations**. Culture affects

perceptions and experience, defines **goals** and means, and demarcates the **organization** 's role and existence (E. Schein, 1990). Culture provides identity for the individuals who possess it, binds them together as a coherent group with a common purpose, and guides their behavior in a complex and ambiguous world so as to ensure the continued survival of the group. When one talks about the culture of a collective, one must discuss both the shared system of beliefs and values that allow the individual members to make sense out of their world, and **behavior** that results **individually** and collectively from these beliefs and values. This dual aspect of culture is expressed well by C. Geertz (1973). Although culture is an powerful concept for thinking about organizations, its ubiquitous nature makes it extremely difficult to use as an operational measurement tool. Trice and Beyer (1993) dichotomized organizational culture into two components: substance and form. The form of the culture represents the behavior that expresses and reinforces the substance and unites the members into a collective whole. The substance of an organization's culture is its ideologies, which are emotionalized, shared sets of beliefs, values and norms that impel people to action and justify their actions to themselves and others. (13 Refs)

Subfile: C

Descriptors: behavioural sciences; human factors; interactive systems; social aspects of automation; systems analysis; user interfaces

Identifiers: organizational culture; ideology; complex computer system interface design; coherent group; ambiguous world; continued survival; shared system of beliefs; behavior; operational measurement tool

Class Codes: C6180 (User interfaces); C0310F (Software development management); C0230 (Economic, social and political aspects of computing)

Copyright 1998, IEE

20/5/5 (Item 5 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

5757732 INSPEC Abstract Number: C9801-1290F-026

Title: A cause-and-effect approach to analyzing performance measures

Author(s): Boyd, L.H.; Cox, J.F.

Author Affiliation: Coll. of Bus., Louisville Univ., KY, USA

Journal: Production and Inventory Management Journal vol.38, no.3.

p.25-32

Publisher: American Production & Inventory Control Soc,

Publication Date: 1997 Country of Publication: USA

CODEN: PIMJE8 ISSN: 0897-8336

SICI: 0897-8336(1997)38:3L:25:CEAA;1-N

Material Identity Number: M529-97004

Language: English Document Type: Journal Paper (JP)

Treatment: Practical (P)

Abstract: **Performance measures** provide the link between **individual behavior** and **organizational goals**. Using a relatively new technique, the negative branch, the authors are able to analyze the conditions under which a particular **performance measure** has positive or negative consequences. In this article, they examine within-plant **measures**, focusing on the resource functions, since those are typically found at the plant level. The typical manufacturing plant organizational chart serves as a framework for the discussion of performance **measures** for the resource functions. (3 Refs)

Subfile: C

Descriptors: management; management science; production control; resource allocation

Identifiers: cause-effect approach; performance **measures** ;

organizational goals; negative branch; resource functions; manufacturing plant; organizational chart; production control

Class Codes: C1290F (Systems theory applications in industry)

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20/5/6 (Item 6 from file: 2)

DIALOG(R)File 2:INSPEC

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03920038 INSPEC Abstract Number: C91047825

Title: Technology-process fit: perspectives on achieving prototyping effectiveness

Author(s): Coopridner, J.G.; Henderson, J.C.

Author Affiliation: Dept. of Inf. Syst., Texas Univ., Austin, TX, USA

Journal: Journal of Management Information Systems vol.7, no.3 p. 67-87

Publication Date: Winter 1990-1991 Country of Publication: USA

CODEN: JMISEB ISSN: 0742-1222

Language: English Document Type: Journal Paper (JP)

Treatment: General, Review (G); Practical (P)

Abstract: Prototyping has received a great deal of attention as an important design methodology. Current support technologies for prototyping environments are typically intended to increase the efficiency of the individual system builder. The authors propose a broader perspective for assessing the impact of support technology on prototyping processes. In developing this perspective, they present frameworks for prototyping processes, support technologies and development **performance**. Prototyping is characterized from the **behavioral** perspectives of **individual**, **social**, and **organizational** processes-each of which must be considered in assessing impacts. Support technology is characterized by production, coordination, and organizational dimensions, each affecting prototyping processes and performance in unique ways. To assess the impacts of the process-technology linkages, **measures** are suggested for evaluating prototyping processes and products from task, social and business perspectives. (41 Refs)

Subfile: C

Descriptors: management information systems; software prototyping

Identifiers: prototyping environments; support technologies; development performance

Class Codes: C6110 (Systems analysis and programming); C7100 (Business and administration)

20/5/7 (Item 7 from file: 2)

DIALOG(R)File 2:INSPEC

(c) 2003 Institution of Electrical Engineers. All rts. reserv.

01908017 INSPEC Abstract Number: C82035715

Title: Economies of online retrieval

Author(s): Markee, K.M.

Author Affiliation: Purdue Univ. Libraries, West Lafayette, IN, USA

Journal: Online Review vol.5, no.6 p.439-44

Publication Date: Dec. 1981 Country of Publication: UK

CODEN: OLREDR ISSN: 0309-314X

Language: English Document Type: Journal Paper (JP)

Treatment: Economic aspects (E); Practical (P)

Abstract: The growth and usage of online information systems has resulted in institutions making statistical studies on the costs of providing this service to users. Vendors analyze their indirect and direct costs in making

database services available. This paper deals with the economies of online retrieval costs to the institution as well as the end user. One cost factor on which little has been reported, due to a paucity of data, is the value of the time saved by the end user in having a computer search run. Information which indicates savings to the end user will be reported from evaluations of completed searches run by the Purdue University Library's Computer Based Information Service. To **measure** overall benefits, **institutions** should consider the volume of usage, system **performance** and effectiveness, **user behavior** and **user** satisfaction. (6 Refs)

Subfile: C

Descriptors: information retrieval systems; information services

Identifiers: IRS; online retrieval; online information systems; database services; economies; usage; system performance; effectiveness; user behavior; user satisfaction

Class Codes: C7250L (Non-bibliographic systems); C7290 (Other aspects of information science and documentation)

20/5/8 (Item 1 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01805026 ORDER NO: AADAA-I9943856

THE ROLE OF ORGANIZATIONAL CITIZENSHIP BEHAVIOR IN THE LINKAGE OF EMPLOYEE AND CUSTOMER SATISFACTION (LEADERSHIP, ORGANIZATIONAL CLIMATE)

Author: ADCOCK, BRIAN PATRICK

Degree: PH.D.

Year: 1999

Corporate Source/Institution: UNIVERSITY OF SOUTH FLORIDA (0206)

Major Professor: MICHAEL T. BRANNICK

Source: VOLUME 60/08-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 4281. 73 PAGES

Descriptors: PSYCHOLOGY, INDUSTRIAL

Descriptor Codes: 0624

A theoretical **model** was developed to describe the previously studied linkages between intra-organizational factors (i.e., organizational climate, transformational leadership, employee attitudes, employee in-role performance, and organizational citizenship behavior) and organizational outcome factors (i.e., customer satisfaction and financial performance) at the group-level of analysis. Organizational citizenship behavior was posited as a possible behavioral connection between employee attitudes and customer satisfaction. Several hypotheses based on this **model** were tested using aggregated data from employees, supervisors, customers, and the financial results of 147 retail stores of a nation-wide telecommunications **company**. Results provided support for a causal connection between **organizational citizenship behavior** and both **customer** satisfaction and financial **performance**. However, other hypotheses were not supported. Implications of the results are discussed and suggestions for future research are offered.

20/5/9 (Item 2 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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01778135 ORDER NO: AADAA-I9991280

An investigation of the relationship between personality traits and performance for engineering and architectural professionals providing design services to the building sector of the construction industry

Author: Carr, Paul Gerard
 Degree: Ph.D.
 Year: 2000
 Corporate Source/Institution: Virginia Polytechnic Institute and State University (0247)
 Co-Chairs: Jesus M. de la Garza; Michael C. Vorster
 Source: VOLUME 61/10-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
 PAGE 5445. 249 PAGES
 Descriptors: ENGINEERING, CIVIL ; BUSINESS ADMINISTRATION, MANAGEMENT
 Descriptor Codes: 0543; 0454
 ISBN: 0-599-98466-X

One of the prominent trends in business **organizations** today is the attention placed on **individual** personality **traits** to predict job **performance**. Distinct personality characteristics of members of various work groups must be carefully considered so that the assignment of individuals to work teams results in successful behaviors and performance improvements. The particular task assignment to various work groups, and thus assignments to individuals, will affect performance. It is critical that these individuals possess both the abilities and behavioral preferences to create conditions that promote the highest probability for success. Contingent variables will always be present in any decision-based action, particularly in complex situations, however, when an individual holds a native preference for a successful pattern of behaviors in a certain task's realm higher overall organizational performance may be expected. As such, the current study investigates the impact of various personality traits and patterns on critical success behaviors in the Engineering and Architectural profession's project design services. The four project service categories **measured** in the Critical Success Factors Questionnaire are: Planning (Conceptual Design), Design (Contract Documents), Construction (Administration) and Firm Management duties. The **measurement** of the individual personalities is accomplished in this investigation through the Myers-Briggs Type Indicator[®] (MBTI). This psychometric instrument **measures** one's attitudes in dealing with the outside world, as well as one's preferences for data collection and decision making.

On an individual basis, it was predicted that persons with personalities whose preferences were towards openness to new ideas, and resistant to closure of the discovery process, would perform well on planning or conceptual design tasks. It was predicted that those with a preference towards compliance with rules, regulations and thorough adherence to established standards, would outperform on tasks of detailed design. The research work also offered a prediction of high performance from persons with a preference for innovative ideas and openness to alternatives in the administration of construction, and predicted a contrast with personalities that vary from this pattern.

Of the 85-person sample, it was found that those possessing a preference for Intuitive data collection (MBTI Dichotomy, N) and Perceiving structure, (MBTI Dichotomy, P), outperformed individuals with preferences for Sensing and Judging, (MBTI Dichotomies S and J), in both Planning and Construction Administration. However, professionals with a personality favoring Judging, outperformed in the duties associated with the Design Phase. Contrary to predictions, the decision processes captured in the Thinking/Feeling MBTI[®] dichotomy (MBTI T/F) did not mediate the performance in any of the four service categories.

The results of the Research indicate a greater utility for personality **measures** as a diagnostic tool for team and individual performance interventions, rather than a tool for team selection or team-building. The implications of the results of this research, and recommendations for future investigations are discussed.

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01772315 ORDER NO: AADAA-I9982342

Work teams, knowledge production and learning: A critical analysis of quality improvement processes

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Source: VOLUME 61/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
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MANAGEMENT ; ENGINEERING, INDUSTRIAL
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ISBN: 0-599-88780-X

This critical analysis examined a work team involved with continuing cycles of process improvement within the economic, social and political context of quality management. The study saw quality management used as a tool by corporate capitalism in the global marketplace. Informed by critical theory, this study made visible the role of adult education as a tool of human resource development, molding and shaping **workers** ' attitudes and **behaviors** that served the **organizational** interests and **goals** .

This study was based on the perspectives of members of a functional work team. Starting with an examination of the discourse that focused on the individual as the problem in corporate change **models** , this research investigated how work team members made sense of workplace change; how work team members experienced participation, collaboration and empowerment; and how work team members conceptualized and made sense of learning within the context of quality management initiatives.

This study incorporated concepts from critical theory and critical ethnography as well as issues related to theories of power as enacted through ideology, hegemony and discursive practices. Using participant observation, intensive interviews, workplace documents and a reflective journal, informal learning within the workplace was examined. Themes that emerged were related to the use of the stress within the change discourse and the contradictory meanings of the concepts of empowerment, participation and process improvement. Suggestions for an adult education for social action are made as a way to move away from adult education for supporting corporate interests and goals toward adult education for social change.

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01767290 ORDER NO: AADAA-I9986262

Person, situation, and interactive influences on individuals' willingness to engage in contextual performance behavior

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Descriptor Codes: 0624
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Empirical evidence is mounting that contextual performance is an important organizational variable. A **model** comprised of dispositional and situational variables, as well as interactions between them, is proposed to explain the occurrence of **individual contextual performance behaviors in organizations**. In addition, it was hypothesized that several management practices indirectly influence contextual performance behavior by creating a work situation that encourages contextual performance. The results of the study provided support for a situation-based **measure** that was strongly related to contextual performance behavior at work, but failed to provide support for the interaction between dispositions and situational influences in predicting contextual performance behavior.

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01753286 ORDER NO: AADAA-I9979066

Equity pricing in international markets: Three empirical essays

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This dissertation consists of three essays on empirical asset-pricing in international markets. The first chapter examines the performance of trading strategies based on revisions in sell-side analysts' earnings forecasts in the world's three largest public equity markets: the United States, the United Kingdom, and Japan. For the sample period 1988-1998, revisions strategies are highly profitable in the U.S. and U.K., but less so in Japan. Revisions profits are robust to size, book-to-market, and momentum effects using both factor **model** and characteristic-based return adjustment methods. Furthermore, revisions profits do not disappear after accounting for trading costs. The evidence also suggests that revisions have more predictive power for the returns of small firms, growth firms, and firms with low analyst coverage. An additional finding is that revisions profits vary by economic sector. Specifically, the revisions strategy performs better when applied to consumer cyclical and technology firms.

The second chapter attempts to shed further light on the association between revisions and subsequent returns. This paper tests the possibility that the revisions anomaly arises from particular **behavioral** patterns of market **participants**. I find that revisions contain valuable information regarding future **company performance** relative to analyst expectations. In both the U.S. and U.K., revisions are positively associated with subsequent company earnings surprises. The predictability of these surprises (or forecast errors) is consistent with the conservative

adjustment of sell-side forecasts to new information. Empirical tests confirm that investors do not fully incorporate revisions information into their assessment of future firm prospects: returns are positively associated with both the predictable and unpredictable portions of forecast error. For both large and small stocks, revisions strongly predict earnings surprise. However, for large stocks, revisions information appears to be fully "priced in", resulting in weak return predictability in both U.S. and U.K. markets. This result is consistent with the finding in Chapter 1 that revisions profits are greatest for small stocks. Additional tests suggest that forecast error is an essential link between revisions and returns. Specifically, returns are predictable using revisions only when there is forecast error.

The final chapter may be read independently of the first two. In this essay, I test the empirical implications of a **model** of financial market crashes as critical points proposed by Johansen, Ledoit, and Sornette (JLS 1998). This **model** postulates that crashes arise from imitative behavior among market participants. This behavior is reflected in the price patterns of the market index leading up to the crash. Specifically, the index displays accelerated frequency of log-periodic oscillations and decreasing amplitude of the oscillations, beginning approximately two years prior to the crash date. I use the JLS **model** to analyze patterns of market indices in the G7 countries and Hong Kong. For each market, I test the predictive power of the **model** by comparing the returns from two investment strategies: a dynamic strategy of exiting the market before predicted crash dates and re-entering the market shortly after and a buy-and-hold strategy. Over a sample period of 25 years (1/1/73-12/31/97), the evidence suggests that the dynamic strategy significantly outperforms the buy-and-hold in the U.S., Japan, and Hong Kong.

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01739569 ORDER NO: AADAA-I9969532

The relationship of personality constructs to the effects of VIE theory judgments on delay of gratification behavior

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Source: VOLUME 61/04-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

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Descriptor Codes: 0454; 0624; 0625

Certain behaviors are more appropriate in organizational contexts than others. Individuals' dispositions, consisting of various personality traits, influence their behavior in **organizational** contexts. Identification and selection of **individuals** possessing **traits** influencing **behavior** critical to **performance** would increase person-job fit, and result in increased organizational efficiency.

This study investigated the effects of several personality traits on delay of gratification behavior. organizational members who are willing to "stay the course" or engage in behavior with a contingent long term reward, but little or no immediate payoff, would fit certain positions, and subsequently perform better than those unwilling to defer reward.

Based on a review of both personality and motivation literature, a **model** of the influences of these traits on delay behavior was specified. This **model** proposed that these traits contributed to delay behavior through the respective trait's influence on deferment of reward as mediated by the three major components of VIE, or Expectancy Theory. The relationships specified in the **model** were tested in a laboratory experiment offering the subjects the choice of immediate versus deferred reward.

Results did not support the majority of the hypothesized relationships. Only a very small number of the direct relationships between personality traits and delay behavior were statistically significant, therefore, the specified mediating relationships were not supported. However, a majority of the specified relationships between the personality traits and respective VIE components were supported, as were most of the relationships posited to exist between VIE components and deferment of reward.

Anecdotal information obtained during the empirical test of these relationships indicated a significant flaw in operationalization of the dependent variable may have been a contributing factor to the lack of success in finding support for the study's hypotheses. Limited implications of the study for research and practice are presented, and future research directions are presented.

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01693108 ORDER NO: AAD99-21147

USING THE SOCIAL CONSTRUCTIVE PERSPECTIVE TO INVESTIGATE CHARISMATIC LEADERSHIP (SOCIAL CONSTRUCTION, LEADERSHIP, ORGANIZATIONAL CULTURE)

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Source: VOLUME 60/03-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

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Descriptors: EDUCATION, ADMINISTRATION ; SOCIOLOGY, SOCIAL STRUCTURE AND DEVELOPMENT

Descriptor Codes: 0514; 0700

Past research had not been able to remove the mystery and danger associated with charismatic leaders. Due to rapid changes in society, which has increased the need for charismatic leaders due to psychic distress, many leading leadership researchers have advocated a new perspective to studying charismatic leadership by focusing more on the followers and the organizational culture. This study embraced a social constructive approach that avoided less dominance of the leader and more of a holistic natural perspective. This required a balanced approach between the charismatic leader, follower, social and physical distance of the follower from the charismatic leader, and organizational culture. Followers from six charismatically-led organizations were used. Results showed there were significant associations and differences. Significant associations were found between a leader's total perceived charisma score, social and physical distance, the deference follower factor and the transformational organizational culture factor. Social distance and divergence had significant weights in explaining the total perceived charisma score. The significant differences in the total perceived charisma scores showed that charisma varies due to the social construction within the organization. These significant results support the two major themes of recent theories

advocating the social constructive perspective to study charismatic leadership. The first major theme is that followers and the charismatic leader contribute equally to the charismatic process within an organization. This process is deeply interrelated between the individual and the social system. In addition, the results endorse the second theory that the social construction process in each charismatically-led organization is unique. This uniqueness creates variations that are based not on the charismatic leader alone but the relationships between the leader, follower, and the environment. Therefore, charismatic leadership cannot be viewed as predetermined based on a specific definition. Finally, the flexibility of the social constructive perspective offers the opportunity to add other important variables to gain an even more detailed description of charismatic leadership. The variables include personality **traits** of all **members** of the **organization** and objective **performance measures** such as job satisfaction.

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01645813 ORDER NO: AAD98-34856

THE QUALITY-ACHIEVING BEHAVIOR OF WORK GROUP MANAGERS (QUALITY)

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INDUSTRIAL ; PSYCHOLOGY, INDUSTRIAL

Descriptor Codes: 0454; 0546; 0624

Meeting the escalating expectations of customers at prices they are willing to pay is crucial to surviving in today's competitive business environment. However, little is known about how managerial behavior contributes to a work group's ability to achieve desired levels of product and service quality. Existing models of managerial effectiveness evolved prior to the current emphasis on quality. Furthermore, most of the quality literature is prescriptive in nature and directed to top executives, not work group managers.

This research addresses this gap in knowledge by examining the role of the work group manager in organizations focused on quality as a competitive strategy. An extensive content analysis of the quality literature yielded twenty-five distinct behaviors that may be applied by work group managers. Three constructs emerged to describe these **behaviors** : promoting **customer**-focused quality, facilitating improvement, and encouraging systems thinking. A quasi-experimental field study conducted in four organizations tested the hypotheses that managers of high quality-achieving work groups demonstrated higher levels of these three behavioral domains. Critical to the design of the study was the development of a multicriteria measure of work group **performance** that would permit comparative analysis across work groups in an **organization** while considering the unique quality **goals** and measures for each work group.

The results indicate that managerial behaviors prescribed by quality professionals may not be as universally applicable across firms. Significant differences were observed in the behavior of managers of high and non-high work groups for two of four firms. However, the patterns were unique to each firm. When the organization's focus was on improving acceptable levels of quality, the primary difference between managers of high and non-high work groups was that managers of the high

quality-achieving work groups exhibited more behaviors facilitating improvement. In contrast, when the organization's focus was on correcting quality deficiencies, the primary difference was that managers of the non-high work groups were perceived by their employees to place a stronger focus on customer satisfaction. These findings suggest that while promoting customer-focused quality may be a necessary first step in achieving quality improvements, facilitating improvement may be more essential for sustained quality enhancement.

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01640766 ORDER NO: AAD98-30354

THE MANAGERIAL CONTROL AND EMPOWERMENT PARADOX: A COMPETING VALUES APPROACH TO EFFECTIVENESS OF SMALL SERVICE ORGANIZATIONS

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Descriptors: PSYCHOLOGY, INDUSTRIAL ; BUSINESS ADMINISTRATION,
MANAGEMENT ; PSYCHOLOGY, SOCIAL

Descriptor Codes: 0624; 0454; 0451

The current study assessed the paradoxical nature of managerial functioning. Specifically, the combined impact of managerial control and employee empowerment was investigated in relationship to several attitudinal, performance, and health related outcomes. Proponents of paradoxical **models** of managerial effectiveness suggest that organizations and their managers are increasingly confronted with competing expectations from employees, customers, managers, stockholders. and competitive markets. Although a wealth of literature exists on managerial functioning and effectiveness in the areas of control and empowerment, an empirically based framework that captures the elements of paradox is still emerging.

Participants were 495 employees from 17 small service organizations in southern California. The employees completed a questionnaire about the characteristics of their work environment, performance, health, and lifestyle. This data provided information on employee perceptions of empowerment, managerial control, job satisfaction, **organizational** commitment, job **performance**, **organizational** citizenship **behavior**, work group effectiveness, **customer** satisfaction, and health. Next, one or two executives from each of the organizations participated in telephone interviews during which they evaluated several organizational climate characteristics within their organization. They also provided organizational information such as growth in the number of customers and employees over the past year. Analysis of covariance was conducted to compare employees who perceived high levels of both managerial control and empowerment to employees who were low on either or both managerial control and empowerment. An analysis was also conducted at the organizational level to compare executive and employee perceptions of managerial control and empowerment in relationship to overall organizational effectiveness.

The results of this study indicate that employees who (1) are able to use discretion in their jobs and are able to impact organizational policies which affect their jobs (empowerment), and (2) receive clear priorities, planning, and feedback from their managers (control) perform better, are more committed, satisfied, healthy, and ultimately, they perceive that their customers are more satisfied. Based on these results, a new theoretical conceptualization is offered to explain the paradoxical nature

of managerial control and empowerment as it relates to managerial and organizational effectiveness. Finally, strengths and limitations, theoretical and practical implications, and suggestions for future research are presented.

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01635946 ORDER NO: AAD98-28163

**THE SERVICE-ORIENTED CITIZENSHIP PERFORMANCE OF CUSTOMER -CONTACT
EMPLOYEES (ORGANIZATIONAL BEHAVIOR)**

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Descriptors: BUSINESS ADMINISTRATION, MARKETING ; BUSINESS
ADMINISTRATION, MANAGEMENT ; BUSINESS ADMINISTRATION,
BANKING

Descriptor Codes: 0338; 0454; 0770

Contact employees are critical resources for the development and implementation of service quality and strong customer relationships. Service marketing research suggests three instrumental roles of contact employees including (a) representing the organization favorably to outsiders, (b) providing service to customers, and (c) serving as information gatherers concerning customer needs and service improvement possibilities. These three roles correspond to three types of citizenship responsibilities of contact employees. While antecedents of citizenship behaviors have been investigated extensively in organizational behavior, the citizenship behaviors of contact employees have received only limited consideration. Similarly, only a few studies have investigated antecedents of the service behaviors of contact employees.

A field investigation with a major retail bank was conducted to understand the antecedents and consequences of customer-contact employee service-oriented citizenship performance. Customer-contact employees and their managers at 124 branches responded to the citizenship performance **measures**. Antecedent **measures** gathered from customer-contact employees included intrinsic and extrinsic job satisfaction, distributive, procedural and interactional fairness, participative leadership and centralization. Service quality and customer satisfaction data for each branch were also included in the study as potential consequences of service-oriented citizenship performance.

The results of the data analyses using structural equation **modeling** procedures revealed the important role of job satisfaction in partially mediating the relationships between the fairness antecedents, participative leadership and centralization and the three dimensions of service-oriented citizenship performance. Intrinsic job satisfaction was a positive predictor of each type of citizenship behavior. Extrinsic job satisfaction, however, had unexpected, negative relationships with two of the citizenship dimensions. All three of the fairness dimensions and participative leadership and centralization had indirect effects on service-oriented citizenship performance through the job satisfaction dimensions. In addition, interactional fairness and participative leadership had direct effects to some behaviors. Finally, the service-oriented citizenship behaviors were significantly related to the **measure** of branch service quality but not to customer satisfaction.

The study findings contribute to the understanding of the antecedents and consequences of customer-contact employee service-oriented citizenship behaviors. Managers should also find the results useful for developing and implementing service quality with customer-contact employees.

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01609402 ORDER NO: AAD98-07889

**INDIVIDUAL AND SYSTEM DETERMINANTS OF ORGANIZATIONAL CITIZENSHIP BEHAVIORS
IN CLINICAL LABORATORIES (EMPOWERMENT, CONTINUOUS QUALITY IMPROVEMENT,
ORGANIZATIONAL SUPPORT)**

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Descriptors: HEALTH SCIENCES, HEALTH CARE MANAGEMENT ; BUSINESS
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LABOR RELATIONS ; PSYCHOLOGY, INDUSTRIAL

Descriptor Codes: 0769; 0454; 0629; 0624

Hospital-based clinical laboratories require promotive and affiliative behaviors of employees to achieve continuous improvement and positive customer outcomes. One type of promotive and affiliative behavior is organizational citizenship behaviors. Such behaviors are defined as all positive **organizationally** relevant **behaviors** by **individuals** and as one element of work **performance** in system-based **organizations**. Research indicates such behaviors are essential for attainment of customer satisfaction (Gatewood, R. D., & Riordan, C. M., 1997). Neither the determinants of nor the organizational citizenship behaviors based on a geopolitical approach to citizenship (Van Dyne, L., Graham, J. W., & Dienesch, R. M., 1994) have been previously studied in a health care context.

This empirical study examined individual factors (continuous quality improvement principles knowledge and empowerment) and a system factor (perceived organizational support) as predictors of citizenship behaviors. Citizenship behaviors were **measured** for 404 certified medical technologists working in 28 Alabama hospital-based clinical laboratories. Factor analysis identified 3 dimensions of citizenship behaviors: obedience, participation, and loyalty. The hypotheses tested these relationships: Higher levels of continuous quality improvement knowledge, empowerment, and perceived organizational support will be associated with higher levels of obedience, participation, and loyalty.

Hierarchical regression was used to test for unique variance contribution by perceived organizational support to each of the 3 dependent variables. Perceived organizational support contributed 2.0 and 2.3% unique variance to obedience, 8.9 and 9.1% variance to loyalty, and no unique variance to participation dependent on tenure type. Empowerment contributed 4.4 and 4.5% unique variance to participation dependent on tenure type. Continuous quality improvement principles knowledge was not a significant predictor for any of the 3 dependent variables. The predictor variables explained less than 15% of the variance in the citizenship behaviors for participants in this study. The participant's organizational tenure and length of tenure as a certified technologist, as well as supervisor or manager perceptions of continuous quality improvement emphasis for laboratory work sites, were examined as control variables.

This study was the first to examine the relationships between individual and system determinants and obedience, participation, and loyalty citizenship behaviors practiced by medical technologists. Managerial implications and future research recommendations are presented.

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01603591 ORDER NO: AAD98-04374

ORGANIZATIONAL COMMITMENT IN THE POST-LOYALTY ERA: PERCEIVED ORGANIZATIONAL SUPPORT, MULTIPLE COMMITMENTS, AND OTHER ANTECEDENTS' EFFECTS ON TURNOVER INTENTIONS AND JOB PERFORMANCE (CITIZENSHIP, FAMILY)

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Descriptors: PSYCHOLOGY, INDUSTRIAL ; BUSINESS ADMINISTRATION,
MANAGEMENT

Descriptor Codes: 0624; 0454

This dissertation was motivated by the changing nature of the workforce (i.e., older, more predominately female, and having less entrants) and was conducted within a broader landscape of change in the structure of employing organizations (e.g., adhocracy vs. bureaucracy). A series of well-developed **measures** were used to gather data using multiple methods (i.e., survey respondents, supervisor ratings, personnel file data). The relationships between the antecedents of the development of multiple commitments and important work organizational outcomes (i.e., organizational citizenship behavior, job performance, turnover intentions) were explored using linear structural relations **modeling** and other techniques. The results provided some support for the incremental value of including nonwork-related antecedents for predicting important work outcomes. A number of variables were identified as potentially important antecedents of multiple commitments, including perceived organizational support (and in particular perceived organizational support for work), conscientiousness, work autonomy (control over schedule, methods, and outcomes), and conflict from outside influences (e.g., family) interfering with work.

Additionally, commitment to family and commitment to other organizations were found to moderate the relationship between relevant support perceptions and important work outcomes (e.g., in-role job performance, organizational citizenship behavior, and turnover intentions were more closely related to an organization's support for an individual's family involvement when an individual's commitment to family was high). Further, the dimensionality of organizational commitment and perceived organizational support was explored with several key findings noted (i.e., commitment to one organization appeared to be rather orthogonal relative to commitment to other organizations; however, support perceptions for involvement in a variety of organizations appeared to be more closely related). These are important findings as employers consider the potential negative impact on employees' support perceptions if they fail to provide support for important nonwork involvements.

Finally, the results demonstrated the power of perceived organizational support to predict a range of important work outcomes (in many cases showing stronger relationships than organizational commitment). Perceived organizational support, in a context of increasingly diffuse and

fluid employee- **organization** attachments, is discussed as a powerful framework for understanding **employee performance** and withdrawal **behaviors** .

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01601963 ORDER NO: AAD98-05059

MANAGEMENT COORDINATION SYSTEM FOR AN INTERORGANIZATIONAL NETWORK

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INDUSTRIAL

Descriptor Codes: 0454; 0546

Rapid change and intense competition have expanded the use of network structures that link multiple organizations. This weaving together of interdependent **organizations** requires a complex system of management coordination to align **individual behavior** with **organizational** and interorganizational **goals** .

To narrow an existing gap between theory and practice, this research develops a management coordination system (MCS) **model** . The twelve element **model** provides a powerful tool for the practitioner while it integrates various theoretical disciplines with management practice in network organizations. The study uniquely evaluates internal and external dimensions of coordination and combines qualitative and quantitative methods to increase robustness. One commercial and one defense business unit of a major corporation were the subjects. Twenty-three external organizations on interorganizational teams in these business units provided external perspectives.

This research makes major contributions to management practice. Results show that an organization can use leadership, formal and informal management systems to influence trust, commitment, information processing, conflict and adaptability. In turn, these qualities affect success. Influences from external organizations include leadership, interorganizational trust and commitment. Destructive feedback loops also exist among goal alignment, organizational trust, micromanagement and success. Another result illustrates the effects of the vastly different environments of the defense and commercial industries. Different dynamics, uncertainty and tasks in these two industries have different effects on internal and interorganizational goal alignment and ultimately on success. Recommendations include how to improve goal alignment, how to build trust and commitment internally and with external organizations, and how to leverage individual characteristics to increase success. They also illustrate that proactive design of management systems can accommodate environmental change and build a foundation for future success.

The research significantly contributes to management coordination theory. By interleaving behavior, management control, organizational design and system theories, and by considering internal and external influences, it integrates multiple levels of coordination from the micro level of an individual to the macro level of the environment and external organizations. Suggestions for future research include investigation of goal alignment in different internal and external environments, assessment of life cycle influences and the effects of too much adaptability on

management coordination.

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GOAL SETTING AND JOB SATISFACTION: THE PERCEIVED IMPACT OF A PERFORMANCE MANAGEMENT PROGRAM ON GOAL SETTING AND JOB SATISFACTION OF NON-FACULTY, NON-UNION EMPLOYEES OF A PRIVATE UNIVERSITY (TOTAL QUALITY MANAGEMENT)

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Year: 1997

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Source: VOLUME 58/06-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

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Descriptors: EDUCATION, ADMINISTRATION ; EDUCATION, HIGHER ; BUSINESS ADMINISTRATION, MANAGEMENT ; ENGINEERING, INDUSTRIAL

Descriptor Codes: 0514; 0745; 0454; 0546

This study investigated the perceived impact of a private university's performance management program on goal setting and job satisfaction of non-faculty, non-union employees. The program was designed by the university in hopes that its implementation would lead to greater alignment between **employees' work behaviors** and university goals. Program implementation is intended to lead to more productive, motivated, satisfied employees, who will provide improved overall quality and service for the **institution's** constituents--a major university goal.

A survey which included questions from a measure developed by Locke and Latham, based upon **goal** setting theory and research, was answered by 223 employees. The instrument measured **goal** specificity and difficulty, and perceptions about **performance** feedback, supervisor support, conflict and stress. The ability to measure "negative" as well as "positive" factors related to **goal** setting was important to this study's purposes.

Four major research questions were analyzed as non-directional hypotheses, utilizing two-tailed tests and a .05 significance level. Research question one, regarding differences on a variety of measures between professional and support staff, and between employees who had been in their positions longer versus shorter periods of time, was analyzed using t-tests and one-way analysis of variance. Research question two, regarding the relationship between program implementation and job and appraisal satisfaction, and research question three, regarding the relationship between program implementation and agreement on nine goal setting factors, were analyzed using Pearson correlations. Research question four also utilized Pearson correlations in determining which goal setting factors were most significantly related to job and appraisal satisfaction.

A number of positive factors were found to be associated with higher reported levels of program implementation--higher levels of reported job and appraisal satisfaction; higher levels of agreement on "positive" goal setting factors; and lower levels of agreement on negative goal setting factors explored. These findings support goal setting theory and some of the research and theories concerning motivation, performance appraisal and job satisfaction.

20/5/22 (Item 15 from file: 35)

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01572292 ORDER NO: AAD97-27643

**CORPORATE CULTURE AND PERCEIVED BUSINESS PERFORMANCE: A STUDY OF THE
RELATIONSHIP BETWEEN THE CULTURE OF AN ORGANIZATION AND PERCEPTIONS OF ITS
FINANCIAL AND QUALITATIVE PERFORMANCE**

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Year: 1997

Corporate Source/Institution: CALIFORNIA SCHOOL OF PROFESSIONAL
PSYCHOLOGY - LOS ANGELES (0068)

Chair: WILLIAM A. SNOW

Source: VOLUME 58/03-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
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Descriptors: PSYCHOLOGY, INDUSTRIAL ; BUSINESS ADMINISTRATION,
MANAGEMENT ; SOCIOLOGY, SOCIAL STRUCTURE AND DEVELOPMENT

Descriptor Codes: 0624; 0454; 0700

While "corporate culture" has been touted as essential to business success in this turbulent time, until recently there was little proof of the link between the culture of a **company** and its **performance**.

Goals of this study were as follow: (a) to confirm the Denison Theory of **Organizational** Culture and Effectiveness; (b) to understand more about how specific culture traits affect specific performance factors; (c) to clarify how organization-wide agreement about culture (culture strength) relates to organizational performance; and (d) to judge the validity of using perceived qualitative corporate performance to predict perceived financial corporate performance.

The study utilized survey methodology to examine the culture-performance link in sixty companies of various industries, sizes, and sectors. Secondary data was utilized. The culture of each **company** was **measured** through ratings given by **employees** on four **traits** --involvement, consistency, adaptability, and mission. **Performance** was **measured** through perceptions of top managers in each company regarding profitability/return-on-assets (ROA), sales/revenue growth, market share, quality of products and services, product development/innovation, and employee satisfaction.

Findings showed the following: (a) There is a relationship between an organization's culture and its perceived performance; (b) It is unclear if there is a relationship between an organization's culture strength and its perceived performance; (c) Perceived qualitative performance factors in an organization serve to predict its perceived financial performance factors. The Denison theory was confirmed and the use of perceptions of top managers to **measure** actual corporate performance was validated.

Quality and employee satisfaction were the performance factors most heavily impacted by culture traits; however, post hoc analysis showed that each of these "soft" **measures** were correlated with the "hard" factors of profitability/ROA and sales/revenue growth. These findings offer a strong argument for business leaders to improve financial performance, such as profitability and sales/revenue growth, by focusing on improvement of qualitative performance factors, such as quality and employee satisfaction.

Post hoc analysis showed that higher levels of the mission trait in an organization predicted to some degree higher performance in five of six performance areas; the involvement trait predicted performance in four of six areas; the adaptability trait predicted performance in three of six areas; the consistency trait predicted performance in two of six areas. It is therefore clear that business leaders setting out to improve their company's performance might be best served by first focusing on mission and involvement. To improve performance in all indicated areas, however, development in all four culture trait areas must ultimately occur.

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01538650 ORDER NO: AAD97-12700
A BEHAVIORAL **APPROACH TO EMPLOYEE PERFORMANCE APPRAISAL: FACTORS AFFECTING FREQUENCY OF MANAGERS' GOAL-SETTING AND FEEDBACK BEHAVIORS (LEADERSHIP)**
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Corporate Source/Institution: STATE UNIVERSITY OF NEW YORK AT ALBANY (0668)
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Source: VOLUME 57/11-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 4924. 251 PAGES
Descriptors: POLITICAL SCIENCE, PUBLIC ADMINISTRATION ; BUSINESS ADMINISTRATION, MANAGEMENT ; PSYCHOLOGY, INDUSTRIAL
Descriptor Codes: 0617; 0454; 0624

Managers and supervisors are put in the positions of both control and development mechanisms when it comes to the performance of their subordinates. These roles of acting control and development mechanisms are reflected more or less in their obligation to be involved in the setting of operating goals for subordinates and in giving them performance feedback. While performing these functions managers are affected by a number of factors, some of which are person-related and others of which exist in the work environment. A behavioral approach is used to managers' goal setting for subordinates and delivery of performance feedback to subordinates. Based on data collected from 310 lower- and middle-level managers and supervisors working for the public sector in Saudi Arabia and 1555 of their subordinates analysis shows that the frequency of these managers' goal setting for subordinates is related to their attitudes toward performance appraisal, the size of the work unit supervised, and the average work experience of subordinates. The frequency of managers' delivery of performance feedback to subordinates was found to be related to their attitudes toward performance appraisal, the communication climate in the **organization**, the amount of training in interpersonal skills managers received, and the average work experience of the subordinates supervised. Additional analyses revealed that managers' attitude toward **performance appraisal** is the most important predictor of both the frequency of managers' **goal** setting for subordinates and the frequency of managers' delivery of **performance** feedback to subordinates. Based on the approach taken and the findings of the study, the implications for the practice of performance appraisal in **organizations** are discussed.

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01484896 ORDER NO: AADAA-I9616978
EMPLOYEE **INVOLVEMENT, PROSOCIAL ORGANIZATIONAL BEHAVIOR , AND ORGANIZATION PERFORMANCE**
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Source: VOLUME 57/02-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 761. 194 PAGES
Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT ; PSYCHOLOGY,
INDUSTRIAL ; SOCIOLOGY, INDUSTRIAL AND LABOR RELATIONS
Descriptor Codes: 0454; 0624; 0629

This dissertation addresses the relationship between employee involvement (EI) and organization performance. It is often argued that involving employees in work-related decision making will lead to enhanced organization performance. Most research, however, has linked forms of participative decision making (PDM) to individual performance and satisfaction rather than to performance at the organization level. The few studies that have explored the relationship between participation and organization performance have yielded favorable results.

When an organization is designed for involvement, its members are expected to become more committed to the organization and to identify with its major goals and values. As a result, members are expected to be more motivated and willing to exert extra effort on behalf of the organization.

This extra effort may result in a variety of behaviors that benefit the organization. For example, motivated individuals may: go beyond the call of duty in performing their jobs; make suggestions for work improvements; and help their coworkers. These behaviors are all forms of prosocial organizational behavior (POB) that may be influenced by EI practices, and, subsequently, may influence organization performance.

Participation may also encourage performance-enhancing behavior by prompting the adoption of more effective task strategies. Through participation, workers gain a clearer understanding of how their work influences the success of the organization. Workers may thus be better equipped and willing to make suggestions for work improvements.

Although the relationship between EI and POB has not been explicitly tested in previous research, the evidence to relate certain EI features to POB is reviewed in this dissertation. In addition, the literature that has related aggregated POB to organization performance is also reviewed.

This dissertation develops and tests a causal **model** relating EI to POB and organization performance. Based on the limited previous research, the effect of EI on organization performance is proposed to be mediated by POB: EI influences POB, and POB subsequently influences organization performance.

The theoretical **model** was analyzed as a combined LISREL **model**. Data from 143 consumer products organizations yielded findings that were consistent with a **model** proposing POB as a mediator of the influence of EI on organization performance.

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01484819 ORDER NO: AADAA-I9616857

AN ANALYSIS OF SAUDI ARABIAN EMPLOYEE PERFORMANCE IN SELECTED PUBLIC SECTOR SERVICE ORGANIZATIONS

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Source: VOLUME 57/02-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

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Descriptors: EDUCATION, ADULT AND CONTINUING ; POLITICAL SCIENCE, PUBLIC ADMINISTRATION ; BUSINESS ADMINISTRATION, MANAGEMENT

Descriptor Codes: 0516; 0617; 0454

The purpose of this study was to analyze the Saudi Arabian public sector employees' performance--the impact of the three C's (organizational commitment, communication, and cooperation) on employees and their job performance. The objective of this study is to uncover the artificial elements and the rules of public organizations and its effect on employees. It is assumed that the strength of the **organizational** factors has a significant impact on **employees' behavior**, practices, and ultimately their job **performance**. A higher level of **organizational** factors is more likely to cause a higher level of performance. A lower level of organizational factors causes lower levels of employees job performance.

Quantitative questionnaires were administered to Saudi working employees while they were being trained at the Institute of Public Administration in Riyadh headquarters and Jeddah branch in Saudi Arabia. The questionnaire used to **measure** employees' **performance** was based on **organizational** commitment, their commitment to the **organization** and its **goals**, communication within the **organization**, and their group cohesiveness.

The data were analyzed utilizing t-test. The research findings show that **organizational** commitment, communication, and cooperation have a superior influence on commitment, communication, and cooperation, the greater the level of performance. These relationships were particularly strong when the work climate was viewed as supportive by the individual.

The study contributes new insights into how organizational characteristics can support or deter employees' job performance. It offers further understanding into the behavioral characteristics manifested by public services employees.

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01447091 ORDER NO: AADAA-I9535488

A MULTI-FOCUS APPROACH TO THE STUDY OF ATTITUDINAL ORGANIZATIONAL COMMITMENT AND PERFORMANCE (EMPLOYEE BEHAVIOR)

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Source: VOLUME 56/07-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 4047. 105 PAGES

Descriptors: PSYCHOLOGY, INDUSTRIAL

Descriptor Codes: 0624

A review of the literature regarding Organizational Commitment (OC) led the researcher to the conclusion that methodological deficiencies in past research might be responsible for the ambiguous and conflicting results surrounding this topic. Specifically, inadequate definitions, narrowly-focused instrumentation, uncontrolled sample differences, and lack of knowledge of the organizational contexts being studied had led to the weak links found between Organizational Commitment and employee behavior. This study focused specifically on Attitudinal Organizational Commitment (AOC), a subset of the OC construct showing the greatest likelihood of relating to employee performance.

A new instrument, the Multifocus Commitment Questionnaire (MCQ) was developed based on the assumption that employees develop multiple commitments related to their employment. Each commitment focus (commitment

to top management, to the supervisor, to coworkers, or to customers) was **measured** by a separate subscale. The MCQ demonstrated acceptable psychometric properties.

Two organizations were studied (N = 280) with subjects grouped according to department membership and level (general employees or management). In addition to the administration of questionnaires, focus group interviews were conducted in both organizations in order to better understand the cultures and conditions that might have influenced the results.

The MCQ produced higher correlations with performance than did the most widely used AOC instrument, the Organizational Commitment Questionnaire (short form). As expected, there were significant differences in levels of AOC between organizations, between levels, and between departments within organizations. AOC to one's supervisor emerged as a particularly strong correlate with performance in one of the organizations. Levels of work interaction were shown to be positively related to AOC. Alternative explanations of these relationships were offered.

Recommendations were made for improving management practices and for improving future research in this area.

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01429056 ORDER NO: AADAA-I9528516

PERCEPTIONS OF EQUITY AS ANTECEDENTS TO ORGANIZATIONAL CITIZENSHIP BEHAVIORS (REWARD)

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Source: VOLUME 56/04-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2365. 250 PAGES

Descriptors: PSYCHOLOGY, INDUSTRIAL; SOCIOLOGY, INDUSTRIAL AND LABOR RELATIONS

Descriptor Codes: 0624; 0629

Previous studies using traditional performance dependent variables (i.e., output) have found support for equity theory's underreward hypotheses. Overreward hypotheses have not been consistently supported. Staw (1984) proposed a reevaluation and expansion of the performance dependent variable domain. Organ (1983 to the present) and his colleagues have expanded the **performance** domain by including **organizational citizenship behaviors** (OCBs). **Individuals**, whether they feel under or overrewarded, may not have a lot of freedom to modify their usual job performance. The citizenship behavior area may be the area where individuals feel more free to modify their behaviors in the workplace.

One hundred and twenty undergraduates participated in a study presented as a financial services job simulation. Subjects working with a confederate were assigned to either the role of Account Executive or Clerk. Pre-task feedback and role assignment method were manipulated to produce perceptions of equity, underreward inequity, or overreward inequity. Subjects were then given opportunities to produce both task-relevant performance behaviors and citizenship behaviors.

It was expected that (1) underrewarded subjects would produce the lowest amount of citizenship behaviors; (2) overrewarded subjects would produce the highest amount of citizenship behaviors; (3) equitably treated subjects would produce an amount of citizenship behaviors intermediate to the two inequity groups. Results indicated that four of the citizenship

behavior **measures** (recommending the study to colleagues, volunteering for additional work, offering optional improvement suggestion, and leaving the work area organized) were influenced by the pre-task feedback portion of the manipulation and for three of those **measures** the effect was mediated by subjects' affect.

Implications for organizations trying to create an environment that promotes citizenship are discussed. Results are discussed in the context of procedural, distributive, and interactional justice concepts. The importance of this research area and suggestions for future research are elaborated upon.

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01361977 ORDER NO: AAD94-18708

**TRANSFORMATIONAL AND TRANSACTIONAL LEADERSHIP BEHAVIORS PERFORMED BY
MANAGEMENT TEAM AND SELF-MANAGED WORK TEAM MEMBERS (TRANSFORMATIONAL
LEADERSHIP)**

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Corporate Source/Institution: OKLAHOMA STATE UNIVERSITY (0664)

Source: VOLUME 55/02-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 203. 219 PAGES

Descriptors: EDUCATION, ADULT AND CONTINUING; BUSINESS ADMINISTRATION,
MANAGEMENT

Descriptor Codes: 0516; 0454

Scope and method of study. A case study method was used to provide a description of the transformational leadership behaviors and the transactional leadership behaviors performed by management team members and self-managed work team members. The population selected for this study consisted of 195 employees working in a midwestern nonunionized vinyl flooring manufacturing plant. The Multifactor Leadership Questionnaire Self-Rater Form, focus group discussions, and a content analysis of organizational newsletters were the data collection methods used in the study. Two split plot analyses of variance were conducted to determine whether or not there was a significant difference between the transformational leadership behaviors or transactional leadership behaviors performed by management team members and those performed by self-managed work team members. Frequency counts from the focus group discussions and content analysis, along with illustrative quotes, were used to cross-validate findings.

Findings and conclusions. There was a significant main effect detected for the transactional leadership behavior variable. Both the management team members and self-managed work team members performed the contingent reward behavior more frequently than they performed management by exception. There were also two significant main effects detected in the transformational leadership behaviors performed by management team members and self-managed work team members. First, it was discovered that management team members performed each transformational leadership behavior more frequently than the self-managed work team **members** performed these **behaviors**. Second, it was discovered that both management team members and self-managed work team members performed individual consideration significantly more frequently than they performed charismatic, inspirational, and intellectually stimulating transformational leadership behaviors. In addition, management team members and self-managed work team members reported performing all four transformational leadership behaviors in the same order of frequency.

It was concluded that transformational leadership behaviors and transactional leadership behaviors were not restricted to management team members. Self-managed work team members also performed the transformational leadership behaviors and may have been emulating leadership **behaviors** of management team **members**. Individual consideration was a necessary behavior for implementing self-managed work teams. Self-managed **organizations** rely more on individual consideration than on the use of emotional appeals associated with inspirational leadership to focus employee effort and **performance**. Contingent reward in this self-managed **organization** was based upon team **goals** and team rewards. Individual consideration motivates employees to value group rewards by reducing reliance on individual reward systems.

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01348526 ORDER NO: AAD94-09180

EMPLOYEE PERFORMANCE AND CULTURAL CONFIGURATION: AN ANALYSIS OF THREE SAUDI ARABIAN PUBLIC CORPORATIONS' CULTURES AND PERFORMANCE UTILIZING AN ORGANIZATIONAL CULTURE PERSPECTIVE

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Source: VOLUME 54/11-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 4251. 261 PAGES

Descriptors: POLITICAL SCIENCE, PUBLIC ADMINISTRATION; BUSINESS
ADMINISTRATION, GENERAL; SOCIOLOGY, INDUSTRIAL AND LABOR
RELATIONS

Descriptor Codes: 0617; 0310; 0629

This study has two objectives. First, to uncover the artifactual elements and the organizational values of three Saudi public corporations--Sarah, Norah and Azzah (pseudonyms). It is assumed that the depth of an **organization**'s culture has a significant impact on **employees**' **behavior**, practices and ultimately their job **performance**. A "deep" **organizational** culture is more widely shared, and more clearly ordered. A "shallow" culture, however, is less widely shared, and less clearly ordered. This study identified major cultural configurations of these corporations and the depth of their **organizational** cultures. Observation, interviews, and document and record analysis, were the utilized qualitative methods. Second, it used a questionnaire to **measure** employee **performance** based on their commitment to the **organizational goals**, their communication skills, their group-cohesiveness, and their attitudes towards growth and development.

The qualitative findings show that Sarah has the deepest **organizational** culture, followed by Norah. Azzah ranks last with a very shallow organizational culture. The quantitative findings demonstrate that the deeper the organizational culture, the more committed, cohesive, and communicative the employees are; but they are less adaptive. The results of this research study support the hypothesis that organizations with deep organizational cultures are more successful and productive than those with shallow cultures.

Finally, this study identified key characteristics of the native societal culture (i.e., group consensus and conformity, social integration and harmony, loyalty to leadership, and leadership-fellowship based on respect). They influence and shape the organizational culture of Saudi

organizations at all levels. Therefore, organizational cultures must be studied and analyzed if we want to understand Saudi public corporations, their inspirations, and their problems.

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01241186 ORDER NO: AAD92-21786

A VALIDITY ASSESSMENT OF A SELF-REPORT SCALE OF SELF-MANAGEMENT PRACTICES

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Degree: PH.D.

Year: 1991

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Source: VOLUME 53/06-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

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Descriptors: EDUCATION, HEALTH; EDUCATION, PSYCHOLOGY; EDUCATION, TESTS
AND MEASUREMENTS

Descriptor Codes: 0680; 0525; 0288

Results from administration of Life Style Approaches (LSA), a self-report scale of self-management processes, were used in assessing the psychometric features of the instrument. Factors of the LSA were correlated with a number of variables presumed to have varying degrees of conceptual linkage with self-management: locus of control, self-efficacy, health behaviors, and religious beliefs and practices. Seven hundred and thirty-five college students and adults were administered the LSA and comparison inventories.

The original 48-item scale was reduced to 22 items that yielded an internal consistency value of .80 (Cronbach's alpha). The six identified factors were **Performance** Focus and Efficiency, **Goal** Directedness, Timeliness of Task Accomplishment, **Organization** of Physical Space, Written Plans for Change, and Verbal Support for Self-Management. Significant relationships were demonstrated (at the .0001 level) between self-management approaches and locus of control ($r = -.32$), general self-efficacy ($r = .69$), social self-efficacy ($r = .40$), and health behaviors ($r = .32$). **Individuals** who scored high on the first four of the six LSA factors were more likely to demonstrate good health habits than those who did not. Self-reported religious beliefs and practices were unrelated to total LSA scores.

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01231122 ORDER NO: AAD92-07893

INTERMEDIATE EVALUATION OF ORGANIZATIONAL AND BEHAVIORAL ALIGNMENT WITH BUSINESS CHANGE STRATEGY GOALS (ORGANIZATIONAL ALIGNMENT)

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Source: VOLUME 53/03-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 882. 475 PAGES

Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT; EDUCATION, PSYCHOLOGY;
EDUCATION, GENERAL

Descriptor Codes: 0454; 0525; 0515

This study gives the reader a rare glimpse behind the scenes of a business organization as it embarks on an uncertain "journey" into a progressive organizational change process--a process aimed at increasing organization and behavioral alignment.

Many past endeavors of this type have fallen short of their goals when the organization's change agents neglected to properly monitor the ability of the process to bring about the desired change.

For the first time in the current literature, this study is: (1) a step-by-step chronicle of how an organization forges a new future by integrating its business planning with its human resource management to bring its many components into greater alignment, and, (2) an evaluation to **measure** this alignment at an intermediate point in the organization's change process.

This evaluation is an attempt to answer four key questions at the intermediate point of the organization's change process. The questions are: (1) are the changes made in the organization's operating philosophy, organization design, and support systems in alignment with the intended **organization change goals**, (2) is current **organization member behavior** in alignment with the behaviors identified by the **organization** as critical to its success, (3) are there formative recommendations for future steps in the organization's transformation, and (4) has the organization's climate changed significantly over the two year process?

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01202878 ORDER NO: AAD92-05426

THE NEED FOR ORGANIZATION DEVELOPMENT IN SUCCESSFUL ENTREPRENEURIAL FIRMS

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Year: 1991

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Source: VOLUME 52/09-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 3344. 266 PAGES

Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT

Descriptor Codes: 0454

The purpose of this study was to explore the organizational (human or social) issues facing successful entrepreneurial firms. This study explores how Organization Development (OD) intervention can support the development of organization skills and behaviors.

Interviews with entrepreneurs and academics interested in entrepreneurship were used to identify critical organizational challenges and skills needed by entrepreneurial firms. These interviews were used to construct a survey questionnaire which was sent to the CEOs of award winning entrepreneurs as judged by Inc. Magazine. Data on the organizational problems, competencies, and demographic characteristics of these firms was collected and analyzed.

The research findings indicate that successful entrepreneurial firms demonstrate positive **performance** in most **organizational** competencies. Two **organizational behaviors**: **employees** accepting change and employees taking risks receive the lowest rating. The study identified several organizational skills as very important to entrepreneurial success, including developing a vision for the future, improving quality, team building, strategic planning, leadership development, and managing innovation. This study also reinforced the importance of the CEO/Founder in the successful entrepreneurial firm. In this sample of successful firms,

87% of the current CEOs participated in the founding of the firm. Several other findings of interest to the practice of OD in entrepreneurial firms were also identified: (1) CEOs of successful entrepreneurial firms perceive a need for assistance in developing leadership, employee training, strategic planning, reward systems and quality control. (2) 69% of the firms do not use any type of organizational climate monitoring. (3) 56% of the firms reported that they have never used an OD or human resources consultant.

Recommendations were made for further research into the relationship of OD and entrepreneurial firms and to increased attention from the field of OD to the organizational needs of entrepreneurial firms. These recommendations included specific areas of research such as **measuring** organizational effectiveness in entrepreneurial firms and studying the loss of risk taking and adaptability to change in entrepreneurial firms. Recommendations were also made with regard to developing academic curriculums related to the practice of OD and entrepreneurship.

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01158684 ORDER NO: AAD91-15840

GLOBAL VERSUS LOCALLY FOCUSED ACTIVITIES IN ORGANIZATIONS (GLOBAL ACTIVITIES)

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Degree: PH.D.

Year: 1991

Corporate Source/Institution: STANFORD UNIVERSITY (0212)

Adviser: KATHLEEN EISENHARDT

Source: VOLUME 52/01-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 224. 226 PAGES

Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT; SOCIOLOGY, INDUSTRIAL AND LABOR RELATIONS

Descriptor Codes: 0454; 0629

This study investigates locally focused activities initiated by individuals in organizations. Behaving locally is defined as pursuing one's own interests where these interests do not coincide with those of the **organization**. The importance of the local behavior phenomenon stems from the fact that using the **organization**'s resources for activities that do not match its **goals**, hurts the **organization**'s competitiveness and threatens its survival. The research problem focuses on the effects of firm's financial **performance**, degree of centralization and the intensity of interpersonal competition on people's local behavior. It is hypothesized that the individual's level of local behavior is positively related to the firm's financial performance, negatively related to the degree of centralization, and positively related to the intensity of interpersonal competition in which the individual is involved. The hypotheses were tested statistically using a laboratory study. In addition, a field study was conducted to check the consistency of the lab-study results with real life situations. Both studies revealed results that confirm the hypotheses. A theoretical model is suggested that describes the relationships among the independent, dependent and intermediate variables that were found to have significant effect. Several questions emerging out of the field study suggest directions for future research. Studies similar to the present one potentially provide managers with greater understanding of how they may ameliorate the problem local **behavior** and mobilize **employee** motivation for more globally oriented activities.

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AN INVESTIGATION OF THE RELATIONSHIPS BETWEEN ORGANIZATIONAL CLIMATE AND GROUP PROCESSES WITHIN THE BUYING CENTER

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Corporate Source/Institution: UNIVERSITY OF COLORADO AT BOULDER (0051)
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Source: VOLUME 51/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 2812. 392 PAGES
Descriptors: BUSINESS ADMINISTRATION, MARKETING
Descriptor Codes: 0338

Focus of this research was on the effects of organizational climate on group processes within the buying center. Theoretical development suggests that organizational climate may provide a link between the organization, group and individual levels of analysis. A causal **model** of perceived organizational climate, ideal organizational climate, organizational commitment, cooperation and satisfaction with the purchase decision process was developed and tested through a mail survey of organizations which had made a major computer purchase. ITAN item analysis package was used to evaluate the **measurement model**. LISREL VI was used to evaluate the causal **model**. The causal **model** showed a relatively good fit between **model** and data. Results supported relationships between organizational climate and organizational commitment, organizational climate and cooperation, and cooperation and decision process satisfaction. Ideal organizational climate did not contribute to the **model**. The link between organizational commitment and cooperation was not statistically significant. The most significant contribution of this research was to support the effects of organizational climate and group processes in an organizational buying situation. This linkage allows movement between levels of analysis when organizational climate is incorporated into systems **models** of organizational buying behavior. Further contribution was made in establishing a relationship between cooperation within the buying center and satisfaction with the purchase decision process, demonstrating a link between **organizational goals** and norms, group **behavior** and **individual** attitudes.

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01127958 ORDER NO: AAD90-30551

CHARACTERISTICS OF EFFECTIVE CUSTOMER SERVICE TRAINING PROGRAMS IN SELECTED SERVICE INDUSTRIES

Author: GRIMM, ROBERT LEE
Degree: ED.D.
Year: 1990
Corporate Source/Institution: THE GEORGE WASHINGTON UNIVERSITY (0075)
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Source: VOLUME 51/06-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 1873. 158 PAGES
Descriptors: EDUCATION, ADULT AND CONTINUING; BUSINESS ADMINISTRATION, MANAGEMENT

Descriptor Codes: 0516; 0454

This study was conducted to identify characteristics of effective training programs used to improve customer service by organizations in selected service industry groups. The study identified the content and instructional methods used in customer service training programs that have been determined to be effective through program evaluations designed to assess behavioral change and/or performance improvement. The study answered the following research questions. (1) What percentage of companies conduct follow-up evaluations on customer service training programs? (2) What percentage of training programs that are evaluated are determined to be effective? (3) What subject matter is included in effective training programs? (4) What instructional methods are used to deliver the most frequently included subjects in effective training programs?

Data were collected using a mail questionnaire from a sample population of human resource development directors selected from wholesale/retail trade, finance, insurance, and banking industries; these businesses were selected because they represent organizations with the highest percentage of customer service training programs. Follow-up telephone interviews were conducted to gather additional data.

The following were among the findings of the study. (1) The study confirmed that human resource development departments (83%) play a major role within selected service industries in designing and delivering customer service training programs. (2) A large number of respondents (61%) indicated that their **organizations** conduct behavioral change and/or **performance** improvement evaluations of **customer** service training programs. **Behavioral** observations, **customer** complaints/compliments, and customer satisfaction surveys were the most frequently cited **measures** of evaluation. (3) A large percentage (81%) of organizations that conduct behavioral change and/or performance improvement evaluations of customer service training concluded that their programs are effective. (4) Development of employee interactive skills and supervisory reinforcement of those skills remain top customer service training priorities. (5) Respondents emphasized market orientation (behavioral flexibility) rather than product orientation (command of technical skills) in designing training programs. (6) Effective training programs utilize proven instructional methods to deliver interactive behavioral skill training, with roleplaying and videotapes or films being the most frequently used instructional methods. The study recommended various HRD department actions/initiatives to improve customer service training within organizations.

20/5/36 (Item 29 from file: 35)

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01127157 ORDER NO: NOT AVAILABLE FROM UNIVERSITY MICROFILMS INT'L.

INTERNAL RENT IN BIG SWEDISH INDUSTRIAL CORPORATIONS

Author: PSILANDER, KURT

Degree: TEKN.DR

Year: 1989

Corporate Source/Institution: KUNGLIGA TEKNISKA HOGSKOLAN (SWEDEN) (1022)

Source: VOLUME 51/04-C OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 507. 267 PAGES

Descriptors: ECONOMICS, COMMERCE-BUSINESS

Descriptor Codes: 0505

Language: SWEDISH

Publisher: ROYAL INSTITUTE OF TECHNOLOGY, S-100 44 STOCKHOLM 70, SWEDEN

This dissertation analyzes principles and methods for allocation of space resources in large industrial corporations. The allocation process is controlled with an internal rent instrument, which is viewed as the management's "extended arm" within the decentralized **organization**. The management's **goal** is to maximize the contribution of space resources in their role as a production factor to the corporate **performance**.

Space resources have limited divisibility, substitutability and mobility. An analysis of production theory reveals that these characteristics may suboptimize corporate performance, despite the correct response to internal rent instrument by the **user**. Similarly, a **behavior** of the property division, which rents out the space to producing entities, may lead to corporate suboptimization as well. Consequently, the internal rent instrument is far from the ideal one.

Negotiations about space resources, their content and rental structure, seem to be the condition for avoiding the suboptimization problems. There may exist economic incentives for the parties to negotiate if these lead to mutual improvement of specific divisional results and if these results reflect contributions to the overall corporate performance.

This perspective sets a frame for further analysis of nine different methods for internal rent determination. The analyses show that there normally exist no economic incentives for commencement of negotiations, since it is felt that, normally, only one party stands to gain. This leaves the risk for suboptimization that may be unavoidable through negotiations.

Against this background, a working model based on management contract is proposed and discussed. It presumes negotiations between the parties in order to achieve ambitions of the contract. There exist incentives for the parties to base their relations on negotiations since the contract with its specific result is a decisive factor in management's evaluation of the contribution of each party to corporate performance. The effect of this is that the specific negotiation result becomes less decisive for the parties' possibilities to reach individual objectives. Meanwhile, it also raises the prospects for such an internal rent that is compatible with the corporate performance goal.

20/5/37 (Item 30 from file: 35)

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01116136 ORDER NO: AAD90-20177

ORGANIZATIONAL PERSPECTIVES ON THE MANAGEMENT AND EVALUATION OF LARGE-SCALE MULTICENTER CONTROLLED CLINICAL TRIALS: AN EXPLORATORY STUDY OF PARTICIPATION IN THE BETA-BLOCKER HEART ATTACK TRIAL (HEART ATTACK)

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Degree: PH.D.

Year: 1988

Corporate Source/Institution: THE UNIV. OF TEXAS H.S.C. AT HOUSTON SCH. OF PUBLIC HEALTH (0219)

Supervisor: FRANK I. MOORE

Source: VOLUME 51/03-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 1211. 236 PAGES

Descriptors: HEALTH SCIENCES, PUBLIC HEALTH; HEALTH SCIENCES, HOSPITAL MANAGEMENT; SOCIOLOGY, THEORY AND METHODS

Descriptor Codes: 0573; 0769; 0344

A review of literature related to appointment-keeping served as the basis for the development of an organizational paradigm for the study of appointment-keeping in the Beta-blocker Heart Attack Trial (BHAT). Features of the organizational environment, demographic characteristics of BHAT enrollees, organizational structure and processes and previous

organizational performance variables were measured so as to provide exploratory information relating to the appointment-keeping **behavior** of 3,837 **participants** enrolled at thirty-two Clinical Centers. Results suggest that the social context of **individual behavior** is an important consideration for the understanding of patient compliance. In particular, the degree to which previous **organizational performance** --as measured by obtaining recruitment **goals** --and the ability to utilize resources had particularly strong bivariate associations with appointment-keeping. Implications for future theory development, research and practical implications were provided as was a suggestion for the development of multidisciplinary research efforts conducted within the context of Centers for the study and application of adherence behaviors.

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DIALOG(R)File 35:Dissertation Abs Online

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1023770 ORDER NO: AAD88-18733

MAKING DECISIONS UNDER CHAOTIC CONDITIONS

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Corporate Source/Institution: GEORGE MASON UNIVERSITY (0883)

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Source: VOLUME 49/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2386. 328 PAGES

Descriptors: POLITICAL SCIENCE, PUBLIC ADMINISTRATION; BUSINESS
ADMINISTRATION, MANAGEMENT

Descriptor Codes: 0617; 0454

The main purpose of this research was to compare the utility of the garbage can **model** and the political bargaining **model** for understanding and managing decision-making processes in complex organizations. The first step in the research was to clarify the garbage can **model** as the **model** is not well-developed in the literature. The second step was to compare the political bargaining **model** with the garbage can **model** using three categories of variables: characteristics of the organization, characteristics of the decision-making process, and method by which the process solves problems. The third step was to apply both **models** to a decision-making situation to assess the utility of each **model**. The research used the case study method and participant observation to examine a decision-making process at a university library.

The research concluded that the political bargaining **model** was particularly useful in predicting the behavior of participants who had consistent goals in the process. By concentrating on the interactions of participants, the use of power and conflict in the organization, scarce resources, and the perception of the issue as important, the **model** provides the decision maker with identifiable clues to use to explain and to begin to manage decision making.

The garbage can **model** was not as clear an approach to use in understanding decision-making processes. The **model** recognizes the wide range of events and explanatory variables that are part of decision-making processes in complex **organizations**. The **model** was useful in predicting the **behavior** of **participants** who did not have consistent **goals** in the process. The garbage can **model** does give managers a way to start thinking creatively about the decision-making process by relieving them of the need to find order and consistency in the process.

The garbage can **model** remains an incomplete framework. Further research is encouraged to fill in the details of this **model** and to

determine what changes occur in decision-making activities as participants become aware of garbage can processes and try to manage that confusion.

20/5/39 (Item 32 from file: 35)
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1023628 ORDER NO: AAD88-17010

**A STUDY TO DETERMINE THE RELATIONSHIP OF VERSATILE BEHAVIOR TO
INDIVIDUAL DEMOGRAPHICS, JOB CHARACTERISTICS, ORGANIZATIONAL CLIMATE,
PERFORMANCE FEEDBACK AND JOB SATISFACTION**

Author: ACKERMAN, RAYMOND LORENS

Degree: PH.D.

Year: 1988

Corporate Source/Institution: NORTH TEXAS STATE UNIVERSITY (0158)

Source: VOLUME 49/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2299. 149 PAGES

Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT; PSYCHOLOGY, INDUSTRIAL

Descriptor Codes: 0454; 0624

The behavioral characteristics of leaders have been subjects of study for centuries. The scope of these studies has grown to encompass task analysis, follower needs and situational requirements. Current leadership theories consistently recognize the need for a successful leader to adjust behavior to meet the needs of the task, followers and situation. The problem of this research is to define this ability to modify one's behavior, **measure** it and test its relationship to demographic and job characteristics.

The purpose of this study is to evaluate the correlation of individual's ability to modify their behavior to job function, hierarchy, climate, feedback, satisfaction and their demographic characteristics. The hypotheses held that high ability to modify behavior would correlate positively with job characteristics, climate, feedback and satisfaction and show no correlation to individual demographics

Data were collected through the administration of three research instruments to 138 managers of three business firms. The instruments were the Participant Data Form providing job and demographic characteristics, Descriptive Adjective Questionnaire **measuring** an individual ability to modify behavior, and Climate and Satisfaction Evaluation Index **measuring** climate, feedback and satisfaction.

Perason's correlation coefficients were calculated to identify possible relationship between the manager's ability to modify behavior, called versatility, and all other independent variables, and linear and multiple regressions were utilized to verify the relationship. No significant statistical correlation was found.

Conclusions are that the ability of a manager to vary behavior does not influence job climate, feedback or satisfaction, that the versatile behavior is not derived from job or demographic characteristics, and that job satisfaction is directly and positively related to performance feedback and climate.

20/5/40 (Item 33 from file: 35)
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1015313 ORDER NO: AAD88-07990

**ASSESSMENT OF THE RELATIONSHIP BETWEEN EAP USE OF THE RATIONAL BEHAVIOR
INVENTORY AND EMPLOYEE PERFORMANCE APPRAISALS**

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Degree: ED.D.
Year: 1987
Corporate Source/Institution: GEORGE PEABODY COLLEGE FOR TEACHERS OF
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Source: VOLUME 49/06-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 1376. 168 PAGES
Descriptors: EDUCATION, GUIDANCE AND COUNSELING; PSYCHOLOGY, INDUSTRIAL
Descriptor Codes: 0519; 0624

To curtail Employee Assistance Program (EAP) and insurance premium costs, a number of EAPs are implementing intervention strategies based on Rational-Emotive techniques as an alternative to long-term psychotherapy. However, research had not been conducted on the predictive power of a brief clinical assessment of rationality, the Rational Behavior Inventory (RBI) (Shorkey & Whiteman, 1977), when measuring employee performance.

Archival data were collected from the personnel department of a southern theme park. Using a stratified random sample proportional to the number of seasonal employees in each department, 240 were invited to participate in company research; 81 voluntarily participated. The participants had a mean age of 21.22 years, a mean educational level of 14 years and a mean work experience of 2.37 years. The RBI among other instruments was administered to the participants. The company provided me with RBI total and factor scores, performance appraisal scores, and demographic data on the participants.

Multiple regression analysis was used to assess the predictive power of RBI scores on performance scores. Four RBI factors were identified as significantly predictive of the 600-hour performance appraisal scores at the .05 level. A positive correlation was found for factors I and III. A negative correlation was found for factors III and X.

Employee assistance counselors are encouraged to assess the rationality of the **company**'s expectations (**performance** appraisal system) of employees before implementing Rational-Emotive intervention strategies in EAP settings. If the **goal** of the EAP is to increase employee **performance**, the employee may meet **company** expectations more effectively with certain areas of irrationality. EAP professionals are encouraged to work with the human resource professionals of the organization if there is a significant interest in the use of Rational-Emotive intervention strategies. These strategies would need to be implemented on a management/supervisory level as well as in the EAP setting in order to meet the goal of increased employee performance.

Reference. Shorkey, C. T., & Whiteman, V. L. (1977). Development of the Rational Behavior Inventory: Initial validity and reliability. Educational and Psychological Measurement, 37, 527-534.

20/5/41 (Item 34 from file: 35)

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1010289 ORDER NO: AAD88-02088

AN EXPERT SYSTEM MODEL OF ORGANIZATIONAL CLIMATE AND PERFORMANCE

Author: HOLT, JAMES RICHARD
Degree: PH.D
Year: 1987
Corporate Source/Institution: TEXAS A&M UNIVERSITY (0803)
Source: VOLUME 48/12-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 3153. 248 PAGES
Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT; COMPUTER SCIENCE
Descriptor Codes: 0454; 0984

Application of computer technology has greatly increased the manager's ability to make informed decisions about inanimate resources (e.g., money, materials, equipment, space and time). However, very little has been done to automate decisions involving human behavior because of the complexities involved.

This research uses a third generation expert system development shell to create a prototype management consultant for behavioral issues. The frame-based, object-oriented expert system represents individuals and organizations in a decision support system. The expert system allows managers to make real time inquiries about the effect of changes in individual attitudes in specific organizations upon **organizational performance**.

A survey questionnaire is developed to **measure** 133 **individual** attitudes. Selected **organizational behavior** and group dynamics findings are translated into 52 production rules. The rules are written as methods which are activated by the system following the structure of current behavioral **models** to predict performance.

The system is validated by situational analysis. Individual attitudes are adjusted using fuzzy logic algorithms in 18 different situations, and the changes in calculated performance are compared with managers' predictions. Statistical analysis shows it is possible to predict changes in performance due to changes in attitude and circumstances.

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1007186 ORDER NO: AAD87-01570

EFFECTS OF INTRAORGANIZATIONAL NETWORK PROPERTIES ON EMPLOYEE BEHAVIORS , PERCEPTIONS AND ATTITUDES: A CASE OF AN R&D ORGANIZATION IN JAPAN (JOB, SATISFACTION, PERFORMANCE , QWL)

Author: MORISHIMA, MOTOHIRO

Degree: PH.D

Year: 1986

Corporate Source/Institution: UNIVERSITY OF ILLINOIS AT URBANA-CHAMPAIGN (0090)

Source: VOLUME 47/09-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 3485. 213 PAGES

Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT

Descriptor Codes: 0454

A study was conducted to investigate the effects of individuals' intra-organizational network locations on their work-related responses. A review of previous research suggested that past studies on intra-organizational networks failed to consider multiple networks and **measured** only a few network locational properties. In the present research, four different types of intra-organizational networks were identified based on the social network analysis framework: workflow, communication, influence, and friendship. For each of the four networks, properties of individuals' locations were **measured** on six aspects: betweenness, criticality, reachability, dependency, integration, and boundary crossing contacts. Individual response variables included perceived job characteristics (task content and interpersonal), task content satisfaction, role stress, and performance. It was hypothesized that these properties of intra-organizational network locations represented individuals' patterns of resource exchange interactions. These patterns were argued to differ because of the differences in the way in which individuals' task positions were "embedded" in an organizational context.

Specifically, twenty-nine hypotheses were presented on the relationships between network locational properties and individual responses.

An empirical test was conducted using a sample of eighty employees in a Japanese R&D organization. Special efforts were made to collect reliable sociometric data based on respondents' recalls. Results of the parametric and nonparametric correlational analyses showed that almost 70% of the hypotheses were supported by the data. The support was further corroborated by stringent analyses using regression. This was interpreted as support for a general proposition that properties of individuals' network locations have effects on their perceptions, attitudes, and behaviors. Specifically, betweenness, criticality, and reachability proved to be important aspects of individuals' network locations. It was argued that betweenness and criticality represented underlying structural characteristics of control over resource flows, and criticality represented access to resource flows. Thus, the results of the present research suggested that the two structural characteristics of network location, control over resource flows and access to resource flows, were critical in influencing individuals' work-related responses. Analyses also revealed some unexpected results. Several theoretical and methodological implications for future research were suggested.

20/5/43 (Item 36 from file: 35)

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947786 ORDER NO: AAD87-06021

A STUDY OF THE IMPACT OF PRESIDENTIAL LEADERSHIP ON ORGANIZATIONAL CLIMATE AT PIERCE COLLEGE (WASHINGTON)

Author: HARRIS, ALICE ANN

Degree: PH.D.

Year: 1986

Corporate Source/Institution: THE UNIVERSITY OF TEXAS AT AUSTIN (0227)

Source: VOLUME 47/12-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 4252. 276 PAGES

Descriptors: EDUCATION, ADMINISTRATION

Descriptor Codes: 0514

The purpose of the study was (1) to document and describe the behaviors and interventions of a selected community college president, and (2) to examine their impact on the organizational climate of the institution. A climate instrument was administered as a pre- and posttest. Inferences were drawn regarding the type of leadership behaviors likely to foster an **organizational** climate conducive to high quality instruction, employee satisfaction, and attainment of **organizational goals**. The study was conducted at Pierce College in Tacoma, Washington.

Specifically, the study sought to: (1) measure the **organizational** climate; (2) investigate the **performance** of the President regarding stated intervention strategies; and (3) to examine the **individual behavioral** competencies of the President of Pierce College. Data were gathered from a combination of the following sources: (1) an adapted Likert scale climate instrument administered to faculty, administrators, and classified staff as a pre- and posttest at approximately a one-year interval; (2) interviews with administrators, faculty, and classified staff, and observations by the researcher during a four-month period on site; (3) an open-ended questionnaire (Leadership Qualities Questionnaire) and structured interviews administered to the College President; and (4) a survey regarding the constituencies' perceptions of the President's competencies. The behavioral competencies which were extracted from the self-analyses by the President and from the survey were quantified and compared. Additional data were gathered through

the observations of the researcher, who spent four months on site at Pierce College conducting the study. From these data, the study drew inferences regarding the impact of presidential leadership on the change in the organizational climate.

No direct causal relationship was claimed between leadership behaviors and organizational climate. However, the data resulting from the climate instrument, from the interviews/observations of the researcher, and from the leadership questionnaire/structured interview, coupled with findings in the literature, supported previous research which contended that certain leadership behaviors are generally correlated with a better than average climate (Roueche and Baker, 1985 & 1986; Mullin, 1985).

20/5/44 (Item 37 from file: 35)
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935285 ORDER NO: AAD86-27539

CLIMATE FOR CHANGE: VARIABLES ASSOCIATED WITH AUTOMATION OF BANK TELLER FUNCTIONS

Author: ZOGLIO, SUZANNE WILLIS
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Year: 1986
Corporate Source/Institution: TEMPLE UNIVERSITY (0225)
Source: VOLUME 47/08-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 2861. 133 PAGES
Descriptors: EDUCATION, BUSINESS; EDUCATION, PSYCHOLOGY
Descriptor Codes: 0688; 0525

The purpose of this research study was to identify work conditions which associated with early and sustained success with a technological change (automation of bank teller functions).

A written survey measuring thirteen work conditions was administered to 147 tellers and 59 managers within thirty branch offices of a large Eastern United States bank which had recently converted to an automated teller terminal system. Results of the survey were correlated with settlement time and error rate to determine which work conditions associated with change success.

Results of this study illustrate the important of manager satisfaction with peer group, supervision and the process of change as well as the importance of manager and teller seniority in achieving success with technological change. Results also underscore the importance of conditions associated with prechange productivity in achieving change success. Teller and manager satisfaction with peer group and organizational climate should also be addressed in a technological change effort as well as perceptions of openness to change and **organizational** ability to change.

Findings suggest **organizations** interested in facilitating technological change should assess how employees perceive their peer group and supervisors with regard to communications, **performance** standards, team **goals** and satisfaction as well as how they perceive the **organizational** climate including bottom-up and interdepartmental communications, as well as the **organization**'s technological readiness and concern for its employees. Anticipating the introduction of a workplace change, they should also attempt to stabilize management personnel prior to such change.

This research was exploratory in nature. Future research will benefit by reducing redundancy of predictor variables and exploring potentially meaningful variables not measured here. Of particular interest is what workplace **behaviors** associate with **employee** satisfaction with

peer group, supervision, and climate since such satisfaction is associated with success in implementing technological change. Also, it is hoped that future research might go beyond a correlational design in order to deal with issues of causality.

20/5/45 (Item 38 from file: 35)

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919733 ORDER NO: AAD86-14589

LEADER COMMUNICATION AND ORGANIZATIONAL CULTURE: A FIELD STUDY (FEMALE, MANAGEMENT)

Author: SAYRE, SHAY

Degree: ED.D.

Year: 1986

Corporate Source/Institution: UNIVERSITY OF SAN DIEGO (6260)

Source: VOLUME 47/04-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 1403. 207 PAGES

Descriptors: BUSINESS ADMINISTRATION, MANAGEMENT

Descriptor Codes: 0454

Corporate culture, the object of considerable media attention since 1980, has been identified as an important consideration for improving performance. While the literature points to vision as a key element for building a productive culture, it does not sufficiently address the communication process used by leaders to transmit their vision.

This research looks at the leadership and communication aspects of culture, exploring the extent to which the leader's ideology influences the behaviors of organization members. Conducted in a \$30 million Southern California company of 225 employees, the study focuses on a female general manager who, in the founder's absence, has been in charge since 1981.

The study employed a dual method, three stage design. During stage one, the culture was studied ethnographically at the company site during two visits within a six month period. Observations were made of daily organizational activities, publications were evaluated, and interviews were conducted with the leader, management council and key employees from every department. In stage two, a survey instrument was developed from the data collected in the first phase. This questionnaire was designed to **measure** the degree to which organizational members shared the values stated by the leader, and to validate observational data.

One third of the employees responded to the survey; results from this third stage were used to objectively verify the subjective material gathered by the observer. The survey demonstrated that organization members at all levels shared the ideology communicated by the leader. Both quantitative and qualitative data confirm an assumption that the leader's communication profoundly influenced member behavior. Collected evidence indicates that leader-controlled elements of organizational gender and demography are significant factors in the company's operation and performance.

Results of this study suggest that vision, effectively communicated in the form of leader ideology, affects both **member behavior** and **organizational performance**. This research, which dramatizes the relationship between a company and its general manager, has implications for those leaders or organizations who give high priority to excellence.

20/5/46 (Item 39 from file: 35)

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897024 ORDER NO: AAD85-23760

**PERFORMANCE FEEDBACK AND GOAL SETTING TO IMPROVE MENTAL HEALTH CENTER
STAFF PRODUCTIVITY (ORGANIZATIONAL BEHAVIOR , EMPLOYEE , PERSONNEL)**

Author: CALPIN, JAMES PATRICK

Degree: PH.D.

Year: 1985

Corporate Source/Institution: WEST VIRGINIA UNIVERSITY (0256)

Source: VOLUME 46/08-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2797. 116 PAGES

Descriptors: PSYCHOLOGY, CLINICAL

Descriptor Codes: 0622

A multiple baseline across groups design was used to assess the effectiveness of first self monitoring, then self monitoring plus assigned goals, on the productivity of 17 clinicians in a rural Appalachian community mental health center. The dependent measure, the proportion of work hours spent in direct client contact, was taken from a Weekly Supervision Report which provided data on work hours, and from the agency Charge Ticket, which provided each clinician's client contact time.

Following baseline, the first group of employees (n = 6) were instructed to begin to self monitor the daily amount of time spent in direct client contact. A summary sheet was provided for this purpose, which was totaled weekly and submitted to the supervisor. The self monitoring intervention was then sequentially introduced to Group 2 (n = 6) and Group 3 (n = 5). In the second treatment phase self monitoring continued, but clinicians were assigned specific, difficult goals for the proportion of work hours to be spent in direct client contact. Observations made by independent observers demonstrated the reliability of the charge ticket information, and computer generated information corresponding to the self monitoring data demonstrated the latter's reliability.

Results for Group 1 showed that the proportion of work hours spent in direct client contact rose 59.8% between baseline and the final intervention phase. Corresponding increases for Group 2 and Group 3 were 29.1% and 19.8%, respectively. Most increases occurred as a result of self monitoring, but the combined treatment phase did produce small additional increments. In the final treatment phase weekly goal attainment occurred 33% of the time in Group 1, at a 14% rate in Group 2, and at a 0% rate in Group 3. Both the amount billed for individual therapy and the total amount billed for all therapy increased markedly for all three groups as a result of the interventions. Implications of the data and suggestions for further theory and research were discussed.

20/5/47 (Item 40 from file: 35)

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896355 ORDER NO: AAD85-22191

**MODELS OF MULTI-AGENT BEHAVIOR: A SIMULATION AND EXPERT ENVIRONMENT
APPROACH (COGNITIVE PSYCHOLOGY, ORGANIZATIONAL LEARNING, DYNAMICS,
ARTIFICIAL INTELLIGENCE, TRUST IN TEAMS, ADAPTIVE CONTROL OF SYSTEMS)**

Author: LOUNAMAA, PERTTI HANNU MIKAEL

Degree: PH.D.

Year: 1985

Corporate Source/Institution: STANFORD UNIVERSITY (0212)

Source: VOLUME 46/08-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2779. 225 PAGES

Descriptors: ENGINEERING, SYSTEM SCIENCE
Descriptor Codes: 0790

The goal of this thesis is to improve our understanding of behavioral phenomena in multi-agent decisionmaking via **modeling**. A secondary goal is to develop a powerful simulation methodology for analyzing dynamic systems. A research question is the relevance of artificial intelligence techniques.

A Simulation and Expert Environment (SEE), developed in LISP, integrates difference equation simulation with object-oriented programming and rule-based reasoning. The object-oriented approach offers a method for managing variants of the **models**. Ways to integrate rule-based reasoning and simulation are demonstrated, but the former's computational inefficiency limits usefulness. The system provides fast turnaround between defining a **model** and obtaining results, which increases the productivity of the **modeler**, and encourages experimental **modeling**, leading to novel formulations and results.

SEE is used to study the impact of biases, attribution heuristics, and trust on decisionmaking in a team whose members are myopic and altruistic. The theme of this study is trust as a counter-bias. Using experimental **modeling** and the tools in SEE for exploring parametric solutions, behaviorally substantial results are obtained.

Cognitive biases may cause behavior that is similar to behavior caused by self-interest. There exist qualitatively distinct dynamics of trust, all leading to good performance in the long run. However, success depends in complex ways on the context. When trust is determined by an adaptive process, three heuristics are found to be necessary and sufficient for achieving good performance over a variety of contexts, even with noisy performance observations.

Learning of performance parameters by members may mislead adaptation, and adaptation may cause temporary instabilities in the learning dynamics. Thus an **organization** may prefer slow-learning members to achieve controllability of **behavior**. If the **members** learn fast, if **performance** is not perfectly observable, and if short run performance is emphasized, a context-sensitive behavioral rule is likely to be superior to adaptive search.

An integrated simulation environment allows the analysis of the often complex effects of behavioral phenomena on decisionmaking. It requires **models** to stay on an abstract level, emphasizing qualitative insights over computational results.

20/5/48 (Item 41 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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879002 ORDER NO: AAD85-00232

AN EXAMINATION OF THE RELATIONSHIP BETWEEN EGO DEVELOPMENT AND MANAGERIAL COMPETENCIES

Author: GIVENS, AARON

Degree: PH.D.

Year: 1984

Corporate Source/Institution: NORTH CAROLINA STATE UNIVERSITY AT RALEIGH (0155)

Source: VOLUME 46/02-B OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 688. 235 PAGES

Descriptors: PSYCHOLOGY, INDUSTRIAL

Descriptor Codes: 0624

This study is (1) an investigation of the relationship between ego

stage of development and individual **performance** on **organizationally** relevant dimensions of **individual behavior**, and (2) a profile analysis of differences in quality of responses in various behavior dimensions which managers at varying stages of ego development exhibit. The subjects participating in this study were 75 restaurant training managers with varying levels of experience. The behavioral dimensions and their content variables were assessed using assessment center methodology.

The analysis of variance **model** was used to determine the relations between dimensional assessment ratings, content variables, and subjects' stage of ego development. The multivariate analysis of variance was used to determine the relative contribution of each content variable. A correlation analysis was performed to determine linear relationships between the variables under study. Analysis of covariance was conducted to control for the effects of the uncontrolled variables.

Analysis of variance, followed by post hoc comparisons, indicated that level of ego development was significantly related to managerial competencies in the predicted direction on 5 of the 8 dimensions assessed. Despite the fact that not all analyses of variance between stage and performance reached statistical significance, the trend of higher stage associated with higher mean dimensional ratings appears to hold for all dimensions.

Analysis of variance also suggested that the quality of managers' responses on the behavioral dimensions were found to be significantly related to stage in the predicted direction on 13 of the 18 variables assessed. In all cases, however, subjects at levels 4/5 and 4 performed better than those at level 3/4. Results of the MANOVA analysis demonstrated significant multivariate effects for all significant dimensions except leadership.

The results of the present study suggest that stage scores conform to commonly observed stage properties. The results tend to support the notion that the relationship between stage and managerial competencies is independent of age, sex, and educational level.

20/5/49 (Item 42 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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837281 ORDER NO: AAD83-28504

LEADERSHIP BEHAVIORS OF YOUTH CENTER SUPERINTENDENTS IN IRAQ AS PERCEIVED BY SELECTED STAFF MEMBERS

Author: MOHAMMED, SHAMIL KAMIL

Degree: ED.D.

Year: 1983

Corporate Source/Institution: UNIVERSITY OF NORTHERN COLORADO (0161)

Source: VOLUME 44/12-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 3639. 137 PAGES

Descriptors: EDUCATION, PSYCHOLOGY

Descriptor Codes: 0525

Statement of the Problem. The purpose of this study was to describe the present leadership characteristics of youth center superintendents in Iraq as recognized by the administrative staff members, faculty members and the superintendents themselves and to identify the preferred qualities of leadership as perceived by the same groups.

Methods. The data were collected from all personnel in the 46 randomly selected youth centers in Iraq (46 superintendents, 138 administrative staff members, and 322 faculty **members**). The **Leader Behavior** Description Questionnaire - Form XII, was used to gather the respondents' perceptions about how the leaders behave and how they should

behave. The data were analyzed through the F test of one-way analysis of variance in order to test the significant differences between groups; Scheffe's test for multiple comparisons was used to see which means were significantly different. The t test was used to test the significant differences between leaders' behavior and how they should behave in each group. In addition, the mean scores showed preferred leader behaviors as perceived by all of the respondents. They were ranked to provide a list of the leadership qualities considered to be most desirable.

Findings. (1) Significant differences were found between groups concerning present leaders' behavior. Each group perceived the present leaders' behavior differently. (2) Significant differences existed between present behavior and how they should behave perceptions of each group. (3) Significant differences were found between males and females concerning present leader behavior on eight subscales. (4) Integration and Tolerance of Freedom found to be the most important behaviors for the leaders to possess.

Recommendations. The superintendents should reexamine their roles and the techniques that they use. Further, they should perform at a higher quality based upon the 12 leader behavior subscales.

Emphasis should be placed upon the preparation, selection, and evaluation of leadership. Furthermore, special attention should be placed on leadership roles and behaviors in order for the public to understand and be aware of what qualities leaders should possess.

Leadership roles should be balanced between the **organizational** structure and the needs of personnel. However, the participation leadership style can be used as an important approach to accomplish both **organizational goals** and group **performance**.

20/5/50 (Item 43 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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830423 ORDER NO: AAD84-00534

**CUSTOMERS AS SUBSTITUTES FOR LEADERSHIP IN SERVICE ORGANIZATIONS: THEIR
ROLE AS NON-LEADER SOURCES OF GUIDANCE AND SUPPORT**

Author: BOWEN, DAVID EARL

Degree: PH.D.

Year: 1983

Corporate Source/Institution: MICHIGAN STATE UNIVERSITY (0128)

Source: VOLUME 44/09-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 2818. 170 PAGES

Descriptors: BUSINESS ADMINISTRATION

Descriptor Codes: 0310

This study examined the different sources of guidance and support that influence the attitudes and **performance** of employees in service **organizations**. The different sources studied were: (1) leaders' instrumental **behavior** (i.e., telling **employees** what to do) and supportive behavior (i.e., displaying concern for employees' well-being) and, (2) several possible "substitutes for leadership" (i.e., non-leader characteristics that can act in place of leader behaviors): organizational formalization, professional orientation, and--most centrally--customers.

Customers were said to act as substitutes by displaying instrumental and supportive behaviors and by enriching the characteristics of tasks employees perform. Customers were hypothesized to substitute for leader behaviors' influence upon employee job satisfaction, employee service quality views, the performance of the department in which employees worked, and customer views of the quality of service provided by the department.

Survey data were collected from 525 employees and 2,680 customers of retail, eye-care departments. Also, management provided rankings of department performance.

Results revealed that when employee job satisfaction and employee service quality views were the criteria, both perceived customer and leader behaviors were significant correlates. Thus, customers acted as supplements, rather than as substitutes, for leadership. For department rank, customers did substitute for leadership since employee perceptions of customer behaviors were significant correlates but perceived leader behaviors were not. However, for customer service quality views, employee perceptions of how customers enriched their task characteristics was the only aspect of customer influence to be a significant correlate. Customers as a source of task enrichment was classified as only a supplement since all leader behaviors were also significant correlates. Finally, customer supportive behavior was positively correlated with all four criteria, whereas customer instrumental behavior was negatively correlated with all four criteria.

Organizational formalization acted mainly as a supplement for leadership. Professional orientation was dropped from the analyses due to **measurement** problems.

It was concluded that customers can be an important source of influence in service organizations. This fact requires attention in the design of service organizations and in future work on leadership and its substitutes.

20/5/51 (Item 44 from file: 35)

DIALOG(R) File 35:Dissertation Abs Online

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805291 ORDER NO: AAD83-04592

DETERMINANTS OF PAY SATISFACTION OF VOCATIONAL EDUCATION ADMINISTRATORS IN MICHIGAN: A MULTIVARIATE STUDY

Author: SHIRK, PAULINE GIBBS

Degree: PH.D.

Year: 1982

Corporate Source/Institution: THE UNIVERSITY OF MICHIGAN (0127)

Source: VOLUME 43/11-A OF DISSERTATION ABSTRACTS INTERNATIONAL.

PAGE 3480. 191 PAGES

Descriptors: EDUCATION, ADMINISTRATION

Descriptor Codes: 0514

This study was undertaken for the purpose of adding to existing empirical knowledge on the subject of the determinants of pay satisfaction. The population consisted of top-level Michigan vocational education administrators, and 91 percent of the population responded to a mailed survey. The Michigan Organizational Assessment Questionnaire (MOAQ) was utilized with some modification to **measure** three clusters totaling eleven independent variables derived from research of Lawler (1971), Dyer and Theriault (1976) and Weiner (1980). Three hypotheses were advanced for the purpose of testing the significance of the best fitting linear combination of each of the clusters, utilizing multiple regression analysis via the Statistical Package for the Social Sciences (SPSS). A fourth hypothesis addressed the significance of differences among the levels of explained variance in pay satisfaction attributed to various combinations of the clusters. The first three hypotheses were supported, as were five of the six combinations comprising the fourth hypothesis.

The present study supported all three of the theories upon which it was based. Using Weiner's (1980) **measure**, relative equitable pay, 51 percent of the variance in pay satisfaction was explained. However, pay

equity variables accounted for the greatest amount of explained variance in pay satisfaction among the clusters (94%), while the pay administration variable cluster taken alone accounted for 72 percent.

The findings of this study have strong implications for organizational effectiveness and for organizational development in school districts, for they provide evidence that school administrators want to be rewarded for their personal contributions. They especially wish this in the areas of **performance**, supervisory capability, responsibility and effort, **traits** in **employees** which have the potential for improving **organizations**. In addition, these findings lend substantial support to the premise that pay administration variables have important implications in pay system design. Thus a school district which develops a high-level pay system based on employee priorities may increase the level of pay satisfaction among employees without expending additional revenues. For school districts, this study provided evidence of the need to focus more attention on the effectiveness of their compensation programs for encouraging maximum returns on expenditures.

20/5/52 (Item 45 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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796961 ORDER NO: AAD82-27763

THE EFFECTS OF GOAL SETTING AND DESCRIPTIONS OF CONTINGENCIES SPECIFYING REINFORCEMENT ON PERFORMANCE: A REPEATED MEASURES LABORATORY STUDY

Author: HUBER, VANDRA LEE

Degree: D.B.A.

Year: 1982

Corporate Source/Institution: INDIANA UNIVERSITY, GRADUATE SCHOOL OF BUSINESS (0871)

Source: VOLUME 43/07-B OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 2379. 202 PAGES

Descriptors: PSYCHOLOGY, INDUSTRIAL

Descriptor Codes: 0624

Locke (1968) has argued that the most direct determinant of **behavior** is a **person**'s conscious or subconscious goals or intentions. He has argued that financial incentives have no effect on behavior outside of their effects on goal setting. However, current research has found that offers of monetary reinforcement directly affect behavior. In the current study, an alternative model of goal setting based on operant conditioning principles was presented and compared to Locke's model. It was suggested that goal setting and offers of a monetary reinforcer are both discriminative stimuli which set the stage for a behavioral response. The major issue examined in the study was which discriminative stimuli (S(D)) or combination of stimuli evokes the highest level of task behavior. In Experiment 1, the effects of participation in goal setting and contingency descriptions in which a monetary reinforcer was promised on a proofreading task were examined. The goals and the monetary incentives both related to performance on a single, overall performance dimension, the number of lines edited correctly. Subjects performed the task 1 1/2 hours a day for five days. The results of the repeated measures MANOVA found that when **goal** difficulty was held equal, performance was significantly higher when goals were assigned and a goal-attainment incentive offered. When only goals were set, no differences in **performance** occurred when the goals were assigned or participatively set. **Performance** was also equivalent between the two **goal** setting groups and the group in which only piece-rate reinforcement was offered. **Performance** was significantly lower when neither **goals**

were set or a **performance** incentive offered. In Experiment 2, the relationship between **goal** difficulty, and contingency descriptions in which a monetary incentive is offered and **performance** on a proofreading task were examined. The results of the analysis suggested that offers of financial reinforcement mediate the effects of **goal** difficulty levels on **performance**. When no incentives were offered or when a **goal** attainment incentive was offered, the highest **performance** was achieved when **goals** were moderate or easy. When piece-rate reinforcement was offered, a positive, but insignificant linear relationship was found between assigned **goal** levels and **performance**. The results of these two experiments were discussed and compared to findings of other studies. Finally, implications for organizational **performance** appraisal, compensation and training programs were presented.

20/5/53 (Item 46 from file: 35)

DIALOG(R)File 35:Dissertation Abs Online

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739125 ORDER NO: AAD81-05012

THE EFFECTS OF ENVIRONMENTAL CHANGE ON NEW JERSEY'S EDUCATION INTEREST GROUPS

Author: HOLDEN, CAROLE WEBB

Degree: PH.D.

Year: 1980

Corporate Source/Institution: RUTGERS UNIVERSITY THE STATE U. OF NEW JERSEY (NEW BRUNSWICK) (0190)

Source: VOLUME 41/09-A OF DISSERTATION ABSTRACTS INTERNATIONAL.
PAGE 4150. 313 PAGES

Descriptors: POLITICAL SCIENCE, GENERAL

Descriptor Codes: 0615

The purpose of the study was to examine the effects of environmental change on a group of related political organizations. This perspective was selected because little attention has been given to this aspect of interest groups even though they play an important role in the political process, and must react and adapt to environmental change if they are to survive.

The education interest groups in New Jersey were used to operationalize the study because of the significant environmental events that have occurred in the state's education system during the past decade. Specifically, the Public Employee-Employer Relations Act of 1968 and the New Jersey's Supreme Court's 1973 Robinson v. Cahill decision were the backdrop against which organizational change was to be investigated.

It was theorized that environmental change will cause modification in five components of **organizational behavior**: **goal** structure, **staff** and services, participation, governmental relations, and intergroup relations. These aspects were drawn from the literature on organizations which hypothesizes that change will occur in only one area of organizational behavior. Discussions from the literature were used to derive tentative propositions about the components and the direction of change in each during times of environmental stress.

The author used various organization records to research the behavior of the education groups. Interviews with both elected leaders and professional staff supplemented the documentary evidence. The data was divided into three time periods from 1965 to 1977. The first period was used as a baseline against which to **measure** change following the PERA and the Robinson decision.

The research showed that organizations do modify their behavior in each of the five categories, but the degree of change is dependent upon the

nature of the environmental disturbance. Those events which arise from the maintenance needs of organizations or organizational rivalry affect organizations more intensely than do events which arise outside the interest group structure. It also indicated that changes do not occur simultaneously within or between organizations, nor are the five components of behavior adaptation of equal value to the survival of organizations.

The study revealed distinct ways in which change can be introduced into organizations. Change can be introduced through leadership, member pressure, or a change in leadership. Each of these patterns have an impact on the outcome of organizational adaptation. Finally, the research showed some insights into the conditions which facilitate the ability of organizations to adapt successfully to changing environments.

20/5/54 (Item 1 from file: 233)

DIALOG(R)File 233:Internet & Personal Comp. Abs.

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00606640 00CW07-308

Business intelligence

McGeever, Christine

Computerworld , July 24, 2000 , v34 n30 p54, 1 Page(s)

ISSN: 0010-4841

Languages: English

Document Type: Articles, News & Columns

Geographic Location: United States

Presents a guide to business intelligence (BI). Defines business intelligence as a type of granular information that line-of-business managers seek as they analyze sales trends, **customer** purchasing **habits** , and other key **performance** metrics of an **organization** . Enumerates common BI tools: simple query and reporting, online analytical processing (OLAP), statistical analysis, forecasting, and data mining. Cites the **goal** to turn mountains of data into useful and meaningful information. Says that a refined aggregation of multiple databases, called a data warehouse, is the best source of BI. Indicates that BI applications and utilities can be used to forecast business conditions, improve operational efficiencies, and manage supply chains. Includes a sidebar. (MEM)

Descriptors: Information Management; Data Warehousing; OLAP; Data Analysis; Data Mining; Forecasting; Business

20/5/55 (Item 1 from file: 256)

DIALOG(R)File 256:SoftBase:Reviews,Companies&Prods.

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00123940 DOCUMENT TYPE: Review

PRODUCT NAMES: Business Models (841277)

TITLE: E-intelligence and the agile enterprise

AUTHOR: Jabali, Terry

SOURCE: Intelligent Enterprise, v3 n8 p80(4) May 15, 2000

ISSN: 1524-3621

HOME PAGE: <http://www.intelligententerprise.com>

RECORD TYPE: Review

REVIEW TYPE: Product Analysis

GRADE: Product Analysis, No Rating

Guidelines for 'promoting a customer-centric workspace' are provided.

Topics discussed include factors influencing corporate agility; implementing customer-centric practices; business dimensions, leading practices, and yesterday's practices; the manager as a value proposition consultant; and **organizational** components, examples of poor practices, and negative outcomes, in which **behavior** detracts from **customer** interactions and overall **organizational performance**. The elements of a revitalized corporate **model** are examined, along with the characteristics of an organization that effectively responds to all customers. Companies headed for long-term success will have to realign the corporation with emerging e-commerce trends using e-business **models** that are more integrated and flexible than conventional **models**. When the Internet is correctly understood and business systems are flexible enough to react to the **models** of the New Economy, new business **models** can be identified swiftly. The nimbleness of internal staff and external perceptions have a directly cause-and-effect relationship. Irrespective of the **model** chosen for the organization, specific and critical practices have to be integrated in order to create a genuinely customer-centered organization **model**. The workspace created will either be an enabler or a roadblock to worker, corporate, and value proposition performance. The business establishes the value proposition based on how well workspace variables are understood.

COMPANY NAME: Vendor Independent (9999999)
SPECIAL FEATURE: Tables Charts
DESCRIPTORS: Business **Models** ; CRM; Customer Service; E-Commerce; New Economy
REVISION DATE: 20011130

20/5/56 (Item 1 from file: 6)

DIALOG(R)File 6:NTIS

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1167158 NTIS Accession Number: ED-250 008

Management by Objective and Its Formal Performance Appraisal: A Versatile Tool of Management

Chen, D. ; Peterson, L.

Corp. Source Codes: 888888888

25 Jun 84 17p

Languages: English

Journal Announcement: GRAI8511

A Poster Session Paper presented at the Annual Meeting of the American Library Association Poster Session (103rd, Dallas, TX, June 23-28, 1984).

Available from ERIC Document Reproduction Service (Computer Microfilm International Corporation), Arlington, VA 22210.

NTIS Prices: Not available NTIS

Country of Publication: United States

This paper discusses the utility, versatility, and pros and cons of the formal performance appraisal as one of the tools of management by objectives (MBO). Rather than rating the **traits** of an **employee**, **performance** appraisal based on MBO rates an employee's achievements toward both his professional **goals** and **institutional goals**. The paper outlines the evolvement of **performance** appraisals as derived from MBO approaches at two college libraries: Ohio University Libraries, Athens, Ohio, and the Iowa State University Library, Ames, Iowa. Sample appraisal forms and guidelines are provided, and four advantages of **performance** appraisal are listed: (1) long range **institutional goals** and individual career growth are focused upon, thereby fostering a supportive relationship between the two; (2) achievements are enumerated periodically and problems are immediately identified and solutions attempted; (3) communication is enhanced and staff contribution encouraged in collective

goal setting; and (4) objectivity is fostered by a concrete factual basis for appraisal. A selected bibliography is included. (Author/THC).

Descriptors: *Evaluation criteria; *Librarians; *Management by objectives ; *Objectives; *Performance contracts; College libraries; Evaluation methods; Organizational objectives; Personnel evaluation; Records(Forms); Specifications

Identifiers: NTISHEWERI

Section Headings: 70D (Administration and Management--Personnel Management, Labor Relations, and Manpower Studies)

20/5/57 (Item 2 from file: 6)

DIALOG(R)File 6:NTIS

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0560324 NTIS Accession Number: AD-A026 268/3/XAB

Organizational Goals and the Decision-Making of Air Force Staff
Officers: A Behavioral Experiment

(Doctoral dissertation)

Harrell, A. M.

Air Force Inst of Tech Wright-Patterson AFB Ohio

Corp. Source Codes: 012200

Report No.: AFIT-CI-76-40

15 Apr 75 296p

Document Type: Thesis

Journal Announcement: GRAI7618

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NTIS Prices: PC A13/MF A01

Contents: Organizational goals; Planning and control systems; Perceptual and cognitive difficulties; The representation of human judgment; The decision-making environment; The Newal-Simon and Brunswik lens **model** ; Relevant literature; Research methodology; Analysis of data; Results of the experiment; Research proposals; Implications and suggestions for further research.

Descriptors: Organization theory; *Decision making; *Behavioral science; Air Force personnel; Officer personnel; Management planning and control; Goal programming; Reviews; **Models** ; Decision theory; Research management; Data acquisition; Data processing; Theses

Identifiers: Judgment(Psychology); NTISDODAF

Section Headings: 92B (Behavior and Society--Psychology); 70B (Administration and Management--Management Practice)

20/5/58 (Item 1 from file: 34)

DIALOG(R)File 34:SciSearch(R) Cited Ref Sci

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07044377 Genuine Article#: 118HT Number of References: 226

Title: Self-efficacy and work-related performance: A meta-analysis

Author(s): Stajkovic AD (REPRINT) ; Luthans F

Corporate Source: UNIV CALIF IRVINE, GRAD SCH MANAGEMENT/IRVINE//CA/92697

(REPRINT); UNIV NEBRASKA, DEPT MANAGEMENT/LINCOLN//NE/68583

Journal: PSYCHOLOGICAL BULLETIN, 1998, V124, N2 (SEP), P240-261

ISSN: 0033-2909 Publication date: 19980900

Publisher: AMER PSYCHOLOGICAL ASSOC, 750 FIRST ST NE, WASHINGTON, DC

20002-4242

Language: English Document Type: REVIEW

Geographic Location: USA

Subfile: CC LIFE--Current Contents, Life Sciences; CC SOCS--Current
Contents, Social & Behavioral Sciences;

Journal Subject Category: PSYCHOLOGY

Abstract: This meta-analysis (114 studies, $k = 157$, $N = 21,616$) examined the relationship between self-efficacy and work-related performance. Results of the primary meta-analysis indicated a significant weighted average correlation between self-efficacy and work-related performance, $G(r(+)) = .38$, and a significant within-group heterogeneity of individual correlations. To account for this variation, the authors conducted a 2-level theory-driven moderator analysis by partitioning the k sample of correlations first according to the level of task complexity (low, medium, and high), and then into 2 classes according to the type of study setting (simulated-lab vs. actual-field). New directions for future theory development and research are suggested, and practical implications of the findings are discussed.

Identifiers--KeyWord Plus(R): COMPLEX DECISION-MAKING; SOCIAL COGNITIVE THEORY; ACADEMIC- **PERFORMANCE** ; TASK- **PERFORMANCE** ; SKILL ACQUISITION; **ORGANIZATIONAL - BEHAVIOR** ; **INDIVIDUAL -DIFFERENCES**; REGULATORY PROCESSES; CAUSAL ATTRIBUTIONS; PERSONAL **GOALS**

20/5/59 (Item 2 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
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06141592 Genuine Article#: XX650 Number of References: 41
Title: Measuring information systems service quality: Concerns for a complete canvas
Author(s): Pitt LF (REPRINT) ; Watson RT; Kavan CB
Corporate Source: UNIV WALES COLL CARDIFF,CARDIFF BUSINESS SCH, ABERCONWAY BLDG, COLUM DR/CARDIFF CF1 3EU/S GLAM/WALES/ (REPRINT); UNIV GEORGIA,DEPT MANAGEMENT/ATHENS//GA/30602; UNIV N FLORIDA,DEPT MANAGEMENT MKT & LOGIST/JACKSONVILLE//FL/32216
Journal: MIS QUARTERLY, 1997, V21, N2 (JUN), P209-221
ISSN: 0276-7783 **Publication date:** 19970600
Publisher: SOC INFORM MANAGE-MIS RES CENT, UNIV MINNESOTA-SCH MANAGEMENT 271 19TH AVE SOUTH, MINNEAPOLIS, MN 55455
Language: English **Document Type:** ARTICLE
Geographic Location: WALES; USA
Subfile: CC SOCS--Current Contents, Social & Behavioral Sciences;
Journal Subject Category: COMPUTER SCIENCE, INFORMATION SYSTEMS
Abstract: This paper responds to the research note in this issue by Van Dyke et al. concerning the use of SERVQUAL, an instrument to **measure** service quality, and its use in the IS domain. This paper attempts to balance some of the arguments they raise from the marketing literature on the topic with the well-documented counterarguments of SERVQUAL's developers, as well as our own research evidence and observations in an IS-specific environment. Specifically, evidence is provided to show that the service qualify perceptions-expectations subtraction in SERVQUAL is far more rigorously grounded than Van Dyke et al. suggest; that the expectations construct, while potentially ambiguous, is generally a vector in the case of an IS department; and that the dimensions of service quality seem to be as applicable to the IS department as to any other organizational setting. Then, the paper demonstrates that the problems of reliability of difference score calculations in SERVQUAL are not nearly as serious as Van Dyke et al. suggest; that while perceptions-only **measurement** of service quality might have marginally better predictive and convergent validity, this comes at considerable expense to managerial diagnostics; and reiterate some of the problems of dimensional instability found in our previous research, highlighted by Van Dyke et al. and discussed in many other studies of SERVQUAL across a range of settings. Finally, four areas for further research in this area are identified.

Descriptors--Author Keywords: **measurement** ; reliability ; validity ; service quality ; marketing of IS ; IS research agenda
Identifiers--KeyWord Plus(R): **ORGANIZATIONAL - BEHAVIOR ; CONSUMER PERCEPTIONS; COMPARISON STANDARD; EXPECTATIONS; REASSESSMENT; PERFORMANCE; MODEL; SCALE**
Research Fronts: 95-8219 003 (SERVICE QUALITY; CUSTOMER SATISFACTION; ADAPTIVE PERFORMANCE EXPECTATIONS)
95-0566 001 (SOCIAL CONSTRUCTION OF ORGANIZATIONAL LEARNING; COMPETITIVE STRATEGY; FIRM PERFORMANCE; EVOLUTIONARY **MODEL**)
95-4686 001 (SOCIAL SUPPORT QUESTIONNAIRE; QUALITY-OF-LIFE IN EPILEPSY INVENTORY; COMPOSITE RELIABILITY; **MEASURING** USER INVOLVEMENT; INNOVATION PERSPECTIVE)

20/5/60 (Item 3 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
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06141590 Genuine Article#: XX650 Number of References: 101
Title: Can humans detect errors in data? Impact of base rates, incentives,

and goals

Author(s): Klein BD (REPRINT) ; Goodhue DL; Davis GB
Corporate Source: UNIV MICHIGAN,/DEARBORN//MI/48128 (REPRINT); UNIV
GEORGIA,TERRY COLL BUSINESS/ATHENS//GA/30602; UNIV MINNESOTA,CARLSON
SCH MANAGEMENT/MINNEAPOLIS//MN/55455
Journal: MIS QUARTERLY, 1997, V21, N2 (JUN), P169-194
ISSN: 0276-7783 Publication date: 19970600
Publisher: SOC INFORM MANAGE-MIS RES CENT, UNIV MINNESOTA-SCH MANAGEMENT
271 19TH AVE SOUTH, MINNEAPOLIS, MN 55455
Language: English Document Type: REVIEW
Geographic Location: USA
Subfile: CC SOCS--Current Contents, Social & Behavioral Sciences;
Journal Subject Category: COMPUTER SCIENCE, INFORMATION SYSTEMS
Abstract: There is strong evidence that data items stored in organizational
databases have a significant rate of errors. If undetected in use,
those errors in stored data may significantly affect business outcomes.
Published research suggests that users of information systems tend to
be ineffective in detecting data errors. However, in this paper it is
argued that, rather than accepting poor human error detection
performance, MIS researchers need to develop better theories of human
error detection and to improve their understanding of the conditions
for improving performance. This paper applies several theory bases
(primarily signal detection theory but also a theory of individual task
performance, theories of effort and accuracy in decision making, and
theories of goals and incentives) to develop a set of propositions
about successful human error detection. These propositions are tested
in a laboratory setting. The results present a strong challenge to
earlier assertions that humans are poor detectors of data errors. The
findings of the two laboratory experiments show that explicit error
detection **goals** and incentives can modify error detection
performance . These findings provide an improved understanding of
conditions under which users detect data errors. They indicate it is
possible to influence detection behavior in **organizational** settings
through managerial directives, training, and incentives.
Descriptors--Author Keywords: information attributes ; **user behavior** ;
data
Identifiers--KeyWord Plus(R): SIGNAL-DETECTION THEORY; DATA QUALITY;
INFORMATION-SYSTEMS; TASK-PERFORMANCE; RATE FALLACY; ACCURACY;
PREDICTIONS; INSTRUCTION; COMMITMENT; PSYCHOLOGY
Research Fronts: 95-4430 001 (PERCEPTUAL JUDGMENTS; CAUSAL EFFICACY;
RATIONAL BEHAVIOR; SOCIAL-CONTEXT OF REASONING)
95-6334 001 (INFANTS PITCH PERCEPTION; RECEIVER OPERATING
CHARACTERISTIC (ROC) ANALYSIS; MISSING FUNDAMENTAL STIMULI; ORIENTATION
CONTRAST; AUDITORY SIGNAL-DETECTION)
95-7710 001 (GOAL COMMITMENT; PERFORMANCE SATISFACTION; GROUP
DETERMINANTS; NORMATIVE FEEDBACK)
20/5/61 (Item 4 from file: 34)
DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
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05320016 Genuine Article#: VQ277 Number of References: 551
Title: GOAL CONSTRUCTS IN PSYCHOLOGY - STRUCTURE, PROCESS, AND CONTENT
Author(s): AUSTIN JT; VANCOUVER JB
Corporate Source: OHIO STATE UNIV,DEPT PSYCHOL,142 TOWNSHEND HALL,1885 NEIL
AVE/COLUMBUS//OH/43210; NYU,DEPT PSYCHOL/NEW YORK//NY/10003
Journal: PSYCHOLOGICAL BULLETIN, 1996, V120, N3 (NOV), P338-375
ISSN: 0033-2909
Language: ENGLISH Document Type: REVIEW
Geographic Location: USA
Subfile: SocSearch; SciSearch; CC LIFE--Current Contents, Life Sciences; CC
SOCS--Current Contents, Social & Behavioral Sciences

Journal Subject Category: PSYCHOLOGY

Abstract: Goals and related constructs are ubiquitous in psychological research and span the history of psychology. Research on goals has accumulated sporadically through research programs in cognition, personality, and motivation. Goals are defined as internal representations of desired states. In this article, the authors review the theoretical development of the structure and properties of goals, goal establishment and striving processes, and goal-content taxonomies. They discuss affect as antecedent, consequence, and content of goals and argue for integrating across psychological content areas to study goal-directed cognition and action more efficiently. They emphasize the structural and dynamic aspects of pursuing multiple goals, parallel processing, and the parsimony provided by the goal construct. Finally, they advocate construct validation of a taxonomy of goals.

Identifiers--KeyWords Plus: COMPLEX DECISION-MAKING; SOCIAL COGNITIVE THEORY; SELF-REGULATION; **ORGANIZATIONAL** -BEHAVIOR; TASK- **PERFORMANCE** ; WORK MOTIVATION; HUMAN AGENCY; SETTING PROCESS; PERSONAL **GOALS** ; ACHIEVEMENT-MOTIVATION

20/5/62 (Item 5 from file: 34)

DIALOG(R) File 34:SciSearch(R) Cited Ref Sci
(c) 2003 Inst for Sci Info. All rts. reserv.

04910517 Genuine Article#: UR261 Number of References: 55

Title: **AN INVESTIGATION OF ATTITUDES AMONGST PRODUCTION EMPLOYEES**

Author(s): PARKER SK

Corporate Source: UNIV SHEFFIELD, INST WORK PSYCHOL/SHEFFIELD S10 2TN/S
YORKSHIRE/ENGLAND/

Journal: INTERNATIONAL JOURNAL OF HUMAN FACTORS IN MANUFACTURING, 1996, V6
, N3 (SUM), P281-303

ISSN: 1045-2699

Language: ENGLISH Document Type: ARTICLE

Geographic Location: ENGLAND

Subfile: SocSearch; SciSearch; CC ENGI--Current Contents, Engineering,
Technology & Applied Sciences

Journal Subject Category: ENGINEERING, MANUFACTURING; ERGONOMICS

Abstract: This article is an in-depth investigation of attitudes held by production employees. In the first part, I characterize the types of attitudes that have been widely suggested to facilitate high performance within modern manufacturing. I then investigate the attitudes held by employees within a company endeavoring to enhance its competitiveness. Results suggest that many employees have a narrow and passive role orientation; beliefs that conflict with modern production strategies; and beliefs that are not conducive to a continuous improvement philosophy. In the final part, I suggest that such attitudes are not surprising in light of the organizational context. Strategies to promote the development of new attitudes are put forward. (C) 1995 John Wiley & Sons, Inc.

Identifiers--KeyWords Plus: DESIGN; ORGANIZATION; TECHNOLOGY

Research Fronts: 94-0414 001 (PLANNED **BEHAVIOR** ; PHYSICAL-ACTIVITY INTENTION; **USER** ATTITUDE; SUBJECTIVE NORM; HEALTH PSYCHOLOGY)

94-0543 001 (STRATEGIC MANAGEMENT IN ORGANIZATIONAL THEORY; FIRM PERFORMANCE; CHINESE ELECTRONICS INDUSTRY)

94-2481 001 (QUALITY IMPROVEMENT; CLINICAL LEADERSHIP OF HEALTH SYSTEM REFORM; REFERRAL SELECTION BIAS IN THE MEDICARE HOSPITAL MORTALITY PREDICTION MODEL)

94-4463 001 (TOTAL QUALITY MANAGEMENT; PROFESSIONALS IN SMALL ITALIAN SOFTWARE FIRMS; PUBLIC MENTAL-HEALTH SYSTEMS)

94-7347 001 (HUMAN-RESOURCE MANAGEMENT; EMPLOYEE PARTICIPATION; PROFIT-SHARING FIRMS; **ORGANIZATIONAL** **PERFORMANCE** ; SELF-MANAGING WORK TEAMS; GROUP **GOALS**)

94-7753 001 (JAPANESE AUTO COMPANIES ; SYSTEMS PERSPECTIVE; STRATEGIC
QUALITY MANAGEMENT; JUST-IN-TIME MANUFACTURING; EXPORT PROMOTION)

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20/5/63 (Item 6 from file: 34)

Bode Akintola31-Oct-03

DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
(c) 2003 Inst for Sci Info. All rts. reserv.

04734265 Genuine Article#: UD955 Number of References: 23

**Title: SCHOOL PERFORMANCE, TYPE-A BEHAVIOR AND ADRENOCORTICAL ACTIVITY IN
PRIMARY-SCHOOL CHILDREN**

Author(s): SPANGLER G

Corporate Source: UNIV REGENSBURG, INST PSYCHOL, UNIV STR 31/D-93040
REGENSBURG//GERMANY/

Journal: ANXIETY STRESS AND COPING, 1995, V8, N4, P299-310

ISSN: 1061-5806

Language: ENGLISH Document Type: ARTICLE

Geographic Location: GERMANY

Subfile: SocSearch; SciSearch; CC SOCS--Current Contents, Social &
Behavioral Sciences

Journal Subject Category: PSYCHIATRY; NEUROSCIENCES

Abstract: The aim of the study was to assess the adrenocortical activity of first-graders as related to their school-related behavior in school as well as at home. The sample consisted of 20 6-year-olds (11 boys, 9 girls). Behavioral **measures** were assessed through questionnaires and interview provided by the mother and through the teachers' school reports. To assess the children's adrenocortical activity, salivary cortisol was determined in three consecutive days during school and three consecutive days during holidays, each time in the morning before school and at noon after school. There were no cortisol differences between school days and holidays. Whereas there were no contextual cortisol responses to school attendance, lower morning cortisol values were observed in type A children and, in addition, in children with non-optimal school **performance**. The findings indicate relations between **behavioral organization** and **individual** differences in adrenocortical activity in children.

Descriptors--Author Keywords: SCHOOL PERFORMANCE ; TYPE A BEHAVIOR ; CORTISOL ; PRIMARY SCHOOL ; STRESS

Identifiers--KeyWords Plus: A BEHAVIOR; PRESCHOOL-CHILDREN; NEWBORNS; ORGANIZATION; CORTISOL; PATTERN; INFANTS

Research Fronts: 94-2912 001 (TYPE-A BEHAVIOR PATTERN; HEART-RATE REACTIVITY; WORK STRESS)

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20/5/64 (Item 7 from file: 34)

DIALOG(R)File 34:SciSearch(R) Cited Ref Sci
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04223490 Genuine Article#: RP203 Number of References: 24

Title: PERCEIVED QUALITY - A MARKET DRIVEN AND CONSUMER ORIENTED APPROACH

Author(s): OPHUIS PAMO; VANTRIJP HCM

Corporate Source: WAGENINGEN UNIV AGR, DEPT MKT & MKT RES, HOLLANDSEWEG
1/6706 KN WAGENINGEN//NETHERLANDS/

Journal: FOOD QUALITY AND PREFERENCE, 1995, V6, N3, P177-183

ISSN: 0950-3293

Language: ENGLISH Document Type: ARTICLE

Geographic Location: NETHERLANDS

Subfile: SciSearch; CC AGRI--Current Contents, Agriculture, Biology &
Environmental Sciences

Journal Subject Category: FOOD SCIENCE & TECHNOLOGY

Abstract: Quality is discussed in terms of perceived quality, a perception process that may have a different content for various persons, products and places. Several elements of an integrative **model** of the quality perception process are addressed. Quality cues can be intrinsic or extrinsic and are used by consumers to form more abstract beliefs about the quality of a product. Experience quality attributes are based on actual consumption while credence quality attributes remain purely cognitive. The quality perception **model** can be used to bridge the gap between producer defined quality and consumer based quality perception. This quality guidance approach offers a useful framework for further identification and **measurement** of relevant quality parameters.

Identifiers--KeyWords Plus: **MODEL**; PRICE

Research Fronts: 93-4895 002 (SERVICE QUALITY; **CONSUMER SHOPPING BEHAVIOR** ; ADVERTISING INFORMATION)

93-0507 001 (**ORGANIZATIONAL PERFORMANCE** ; STRATEGIC CHANGE; EXTENDED **INSTITUTIONAL** THEORY PERSPECTIVE)

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20/5/65 (Item 1 from file: 7)
DIALOG(R)File 7:Social SciSearch(R)
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03564751 GENUINE ARTICLE#: 385PJ NUMBER OF REFERENCES: 58
TITLE: Support, commitment, and employee outcomes in a team environment
AUTHOR(S): Bishop JW (REPRINT); Scott KD; Burroughs SM
CORPORATE SOURCE: New Mexico State Univ, Dept Management, Las
Cruces//NM/88003 (REPRINT); New Mexico State Univ, Dept Management, Las
Cruces//NM/88003; Loyola Univ, Chicago//IL/60611; Roosevelt
Univ, Chicago//IL/60605

JOURNAL: JOURNAL OF MANAGEMENT, 2000, V26, N6, P1113-1132
PUBLISHER: ELSEVIER SCIENCE INC, 655 AVENUE OF THE AMERICAS, NEW YORK, NY
10010 USA

LANGUAGE: English DOCUMENT TYPE: Article
JOURNAL SUBJECT CATEGORY: BUSINESS; MANAGEMENT

ABSTRACT: This field study investigated whether perceived team support and team commitment relate to employee outcomes differently than perceived organizational support and organizational commitment. A LISREL analysis was conducted on data from 380 manufacturing plant employees and 9 supervisors. Job performance was related to team commitment; intention to quit was related to organizational commitment; and organizational citizenship behavior was related to both team and organizational commitment. Commitment mediated the relationships between support and the outcome variables. (C) 2000 Elsevier Science Inc. All rights reserved.

IDENTIFIERS--KeyWord Plus(R): PERCEIVED **ORGANIZATIONAL** SUPPORT; LEADER-MEMBER EXCHANGE; CITIZENSHIP **BEHAVIOR** ; JOB-SATISFACTION; SOCIAL-EXCHANGE; WORK; **PERFORMANCE**; ANTECEDENTS; **MODEL**; PROFESSIONALS

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20/5/66 (Item 2 from file: 7)

DIALOG(R) File 7: Social SciSearch(R)

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03544964 GENUINE ARTICLE#: 373PD NUMBER OF REFERENCES: 32

**TITLE: In search of perfect people: Teamwork and team players in the
 Scottish spirits industry**

AUTHOR(S): Findlay P (REPRINT); McKinlay A; Marks A; Thompson P

CORPORATE SOURCE: UNIV EDINBURGH, DEPT BUSINESS

STUDIES/EDINBURGH/MIDLOTHIAN/SCOTLAND/ (REPRINT); UNIV EDINBURGH, SCH
 MANAGEMENT/EDINBURGH/MIDLOTHIAN/SCOTLAND/; UNIV ST ANDREWS, DEPT
 MANAGEMENT/ST ANDREWS KY16 9AJ/FIFE/SCOTLAND/; UNIV STRATHCLYDE, DEPT
 HRM/GLASGOW G1 1XQ/LANARK/SCOTLAND/

JOURNAL: HUMAN RELATIONS, 2000, V53, N12 (DEC), P1549-1574

PUBLISHER: SAGE PUBLICATIONS LTD, 6 BONHILL STREET, LONDON EC2A 4PU,
 ENGLAND

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: SOCIAL SCIENCES, INTERDISCIPLINARY; MANAGEMENT

ABSTRACT: Much of the mainstream and critical literatures stress the
 potential of teamwork for normative integration through socialization
 and peer pressure. This article utilizes case studies in the large
 bottling halls of spirits producers in Scotland to explore the
 characteristics of and limits to such integration. A multi-dimensional
model of teamwork and an examination of both practices and attitudes
 enables the research to identify the variety of managerial objectives
 and outcomes across and within the plants. Though the extent of
 integration varies between the teams, the overall results lead to
 scepticism about whether team members can be considered as socially
 engineered individuals who have internalized company normative demands.

These findings, it is argued, are compatible with the majority of comparable case study research.

DESCRIPTORS--Author Keywords: corporate socialization ; governance ; normative integration ; self-socialization ; teamwork ; team dimensions **model** ; team players ; technical competencies

IDENTIFIERS--KeyWord Plus(R): **ORGANIZATIONAL CITIZENSHIP BEHAVIOR ; PERFORMANCE ; EMPLOYEES ; WORK**

CITED REFERENCES:

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WRIGHT M, 1998, V19, P59, ECON IND DEMOCRACY

20/5/67 (Item 3 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)

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03522410 GENUINE ARTICLE#: 356PM NUMBER OF REFERENCES: 136

TITLE: Towards a model of safety culture

AUTHOR(S): Cooper MD (REPRINT)

CORPORATE SOURCE: APPL BEHAV SCI LTD, CHARTERED PSYCHOLOGISTS, 1060

HOLDERNESS RD/KINGSTON UPON HULL HU9 4AH/EAST YORKSHIRE/ENGLAND/
(REPRINT)

JOURNAL: SAFETY SCIENCE, 2000, V36, N2 (NOV), P111-136

PUBLISHER: ELSEVIER SCIENCE BV, PO BOX 211, 1000 AE AMSTERDAM, NETHERLANDS

LANGUAGE: English DOCUMENT TYPE: Review

SUBFILE: CC ENGI--Current Contents, Engineering, Computing & Technology

JOURNAL SUBJECT CATEGORY: ENGINEERING, INDUSTRIAL; OPERATIONS RESEARCH &
MANAGEMENT SCIENCE

ABSTRACT: Organisational culture is a concept often used to describe shared corporate values that affect and influence **members** ' attitudes and **behaviours** . Safety culture is a sub-facet of **organisational** culture,

which is thought to affect **members** ' attitudes and **behaviour** in relation to an **organisation** 's ongoing health and safety **performance** . However, the myriad of definitions of 'organisational culture' and 'safety culture' that abound in both the management and safety literature suggests that the concept of business-specific cultures is not clear-cut. Placing such 'culture' constructs into a goal-setting paradigm appears to provide greater clarity than has hitherto been the case. Moreover, as yet there is no universally accepted **model** with which to formulate testable hypotheses that take into account antecedents, behaviour(s) and consequence(s). A reciprocal **model** of safety culture drawn from Social Cognitive Theory (Bandura, 1986. Social Foundation of Thought and Action: A Social Cognitive Theory. Prentice Hall, Englewood Cliffs, NJ.) is offered so as to provide both a theoretical and practical framework with which to **measure** and analyse safety culture. Implications for future research to establish the **model** 's utility and validity are addressed. (C) 2000 Elsevier Science Ltd. All rights reserved.

DESCRIPTORS--Author Keywords: organisational culture ; safety culture ; goal-setting ; reciprocal determinism ; triangulation ; safety climate ; safety behaviour ; safety management systems ; levels of **measurement** ; levels of analysis

IDENTIFIERS--KeyWord Plus(R): SOCIAL COGNITIVE THEORY; OCCUPATIONAL-SAFETY; ORGANIZATIONAL CULTURE; SELF-EFFICACY; EMPLOYEE ATTITUDES; TASK-PERFORMANCE; CLIMATE; MANAGEMENT; BEHAVIOR; PARTICIPATION

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03510761 GENUINE ARTICLE#: 346WJ NUMBER OF REFERENCES: 23

TITLE: Simulating common pool resource management experiments with adaptive agents employing alternate communication routines

AUTHOR(S): Deadman PJ (REPRINT); Schlager E; Gimblett R

CORPORATE SOURCE: UNIV WATERLOO,DEPT GEOG/WATERLOO/ON N2L 3G1/CANADA/
 (REPRINT); UNIV ARIZONA,SCH PUBL ADM & POLICY/TUCSON//AZ/85721; UNIV
 ARIZONA,SCH RENEWABLE NAT RESOURCES/TUCSON//AZ/85721

JOURNAL: JASSS-THE JOURNAL OF ARTIFICIAL SOCIETIES AND SOCIAL SIMULATION,
 2000, V3, N2 (MAR), PU31-U53

PUBLISHER: J A S S S, UNIV SURREY, DEPT SOCIOLOGY, GUILDFORD GU2 7XH,
 SURREY, ENGLAND

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: SOCIAL SCIENCES, INTERDISCIPLINARY

ABSTRACT: This paper describes the development of a series of intelligent
 agent simulations based on data from previously documented common pool

resource (CPR) experiments. These simulations are employed to examine the effects of different **institutional** configurations and **individual behavioral** characteristics on group level **performance** in a commons dilemma. Intelligent agents were created to represent the actions of individuals in a CPR experiment. The agents possess a collection of heuristics and utilize a form of adaptation by credit assignment in which they select the heuristic that appears to yield the highest return under the current circumstances. These simulations allow the analyst to specify the precise initial configuration of an institution and an individual's behavioral characteristics, so as to observe the interaction of the two and the group level outcomes that emerge as a result. Simulations explore settings in which there is no communication between agents, as well as the relative effects on overall group behavior of two different communication routines. The behavior of these simulations is compared with documented CPR experiments. Future directions in the development of the technology are outlined for natural resource management **modeling** applications.

DESCRIPTORS--Author Keywords: common pool resources ; intelligent agents ; simulation ; bounded rationality ; communication

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DIALOG(R)File 7:Social SciSearch(R)

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03505119 GENUINE ARTICLE#: 342KD NUMBER OF REFERENCES: 92

TITLE: A group-level model of safety climate: Testing the effect of group climate on microaccidents in manufacturing jobs

AUTHOR(S): Zohar D (REPRINT)

CORPORATE SOURCE: TECHNION ISRAEL INST TECHNOL, FAC MANAGEMENT/IL-32000
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JOURNAL: JOURNAL OF APPLIED PSYCHOLOGY, 2000, V85, N4 (AUG), P587-596

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20002-4242

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: PSYCHOLOGY, APPLIED

ABSTRACT: This article presents and tests a group-level **model** of safety climate to supplement the available organization-level **model**. Climate perceptions in this case are related to supervisory safety practices rather than to company policies and procedures. The study included 53 work groups in a single manufacturing company. Safety climate perceptions, **measured** with a newly developed scale, revealed both within-group homogeneity and between-groups variation. Predictive validity was **measured** with a new outcome **measure**, microaccidents, that refers to behavior-dependent on-the-job minor injuries requiring medical attention. Climate perceptions significantly predicted microaccident records during the 5-month recording period that followed climate **measurement**, when the effects of group- and individual-level risk factors were controlled. The study establishes an empirical link between safety climate perceptions and objective injury data.

IDENTIFIERS--KeyWord Plus(R): ORGANIZATIONAL - BEHAVIOR ; EFFECTIVE SUPERVISION; CUSTOMER PERCEPTIONS; HIGH-RELIABILITY; WORK; PERFORMANCE; ACCIDENTS; WORKPLACE; EMPLOYEE; FEEDBACK

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DIALOG(R)File 7:Social SciSearch(R)

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03469033 GENUINE ARTICLE#: 312XB NUMBER OF REFERENCES: 57

TITLE: Employment relations in Norway: some dimensions and correlates

AUTHOR(S): Kalleberg AL (REPRINT); Rognes J

CORPORATE SOURCE: UNIV N CAROLINA, DEPT SOCIOL, CB 3210/CHAPEL

HILL//NC/27599 (REPRINT); NORWEGIAN SCH ECON & BUSINESS ADM, DEPT ORG
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JOURNAL: JOURNAL OF ORGANIZATIONAL BEHAVIOR, 2000, V21, N3 (MAY), P315-335
PUBLISHER: JOHN WILEY & SONS LTD, BAFFINS LANE CHICHESTER, W SUSSEX PO19
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SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: PSYCHOLOGY, APPLIED

ABSTRACT: This article draws upon psychological, sociological, and economic theories of employment relations to examine five dimensions of employment conditions (information, compensation, time frame, investment, and change) in Norway. Each of these dimensions is conceptualized as a continuum anchored by relational exchange on one side and transactional exchange on the other. Using data from nationally representative surveys of Norwegian work organizations and their employees, we first develop **measures** of the five dimensions of employment relations and test several hypotheses about their antecedents. We find that full-time employees in supervisory positions and in higher prestige occupations generally have employment conditions that have more relational aspects. In addition, we find that degree of relationalism tends to be greater in organizations that have firm internal labour markets and encourage personal development. We then examine some individual-level consequences of relationalism, and find that persons with relational employment conditions are generally more committed to their organizations, somewhat less likely to leave them, and more satisfied with their jobs. Copyright (C) 2000 John Wiley & Sons, Ltd.

IDENTIFIERS--KeyWord Plus(R): CONTRACTS; ORGANIZATIONS; PERFORMANCE;
PERCEPTIONS; BEHAVIOR; WORKERS

CITED REFERENCES:

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DIALOG(R)File 7:Social SciSearch(R)
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03448663 GENUINE ARTICLE#: 295NV NUMBER OF REFERENCES: 62

TITLE: Interactive effects of absence culture salience and group cohesiveness: A multi-level and cross-level analysis of work absenteeism in the Chinese context

AUTHOR(S): Xie JL (REPRINT); Johns G

CORPORATE SOURCE: UNIV TORONTO, DIV MANAGEMENT, 1265 MIL TRAIL/TORONTO/ON
 M1C 1A4/CANADA/ (REPRINT); CONCORDIA UNIV, /MONTREAL/PQ H3G 1M8/CANADA/

JOURNAL: JOURNAL OF OCCUPATIONAL AND ORGANIZATIONAL PSYCHOLOGY, 2000, V73,
 ,1 (MAR), P31-52

PUBLISHER: BRITISH PSYCHOLOGICAL SOC, ST ANDREWS HOUSE, 48 PRINCESS RD
 EAST, LEICESTER LE1 7DR, LEICS, ENGLAND

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: PSYCHOLOGY, APPLIED

ABSTRACT: This study examined the interactive effects of group cohesiveness and absence culture salience on absence proposed by Johns and Nicholson (1982). It was hypothesized that group cohesiveness and absence culture salience would be negatively related to work-group absence. Emphasis was placed on the interactive effects of cohesiveness and cultural salience on work-group absence rate and employee self-reported absence. In addition, the potential mediating effect of group absence norms was explored. Survey responses were collected from 800 employees in a state-owned manufacturing enterprise in the People's Republic of China. Aggregate **measures** of salience and cohesiveness each had a negative relationship with work-group absenteeism. Consistent support for the interactive effects of cohesiveness and salience was provided by group, individual, and cross-level analyses. Group absence norms mediated the effects of cohesiveness, cultural salience, and their interaction on self-reported absenteeism.

IDENTIFIERS--KeyWord Plus(R): **ORGANIZATIONAL COMMITMENT; INDIVIDUAL ABSENCE; SELF; PERFORMANCE; BEHAVIOR; PERCEPTIONS; EMPLOYEE;**

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20/5/72 (Item 8 from file: 7)

DIALOG(R) File 7: Social SciSearch(R)

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03403878 GENUINE ARTICLE#: 260DF NUMBER OF REFERENCES: 45

TITLE: A career stage analysis of police officer work commitment

AUTHOR(S): McElroy JC (REPRINT); Morrow PC; Wardlow TR

CORPORATE SOURCE: IOWA STATE UNIV, /AMES//IA/50011 (REPRINT); POLICE
DEPT, /WEBSTER CITY//IA/50595

JOURNAL: JOURNAL OF CRIMINAL JUSTICE, 1999, V27, N6 (NOV-DEC), P507-516

PUBLISHER: PERGAMON-ELSEVIER SCIENCE LTD, THE BOULEVARD, LANGFORD LANE,
KIDLINGTON, OXFORD OX5 1GB, ENGLAND

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: CRIMINOLOGY & PENOLOGY

ABSTRACT: This study examined police officer attitudes toward their work in an effort to determine whether a three-stage **model** of career development has utility in broadening the understanding of police officers' commitment to their work. One-hundred-sixty-four officers were surveyed using a variety of **measures** of work commitment including: affective, continuance, and normative organizational commitment; job involvement; Protestant work ethic; and career commitment. Data were also collected on officer intentions to remain with-and their perceptions of conditions under which they might leave-their current agencies. Results showed support for a two-stage rather than the traditional three-stage **model** of career development, with the trial stage being uniquely different from later career stages. The findings are discussed in light of the applicability of career-stage research to the law enforcement profession. (C) 1999 Elsevier Science Ltd. All rights reserved.

IDENTIFIERS--Keyword Plus(R): **ORGANIZATIONAL COMMITMENT;**

JOB-SATISFACTION; A BEHAVIOR ; PERFORMANCE ; EMPLOYEES; TURNOVER;
PROFESSIONALS; ANTECEDENTS; PERSONALITY; ATTITUDES

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20/5/73 (Item 9 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)

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03403347 GENUINE ARTICLE#: 259VC NUMBER OF REFERENCES: 42

TITLE: Improving therapist and patient performance in chronic psychiatric group homes through goal-setting, feedback, and positive reinforcement

AUTHOR(S): Huberman WL (REPRINT); OBrien RM

CORPORATE SOURCE: 104 E 40TH ST,SUITE 206/NEW YORK//NY/10016 (REPRINT);

NYU,MED CTR/NEW YORK//NY/10016; HOFSTRA UNIV,/HEMPSTEAD//NY/11550

JOURNAL: JOURNAL OF ORGANIZATIONAL BEHAVIOR MANAGEMENT, 1999, V19, N1, P 13-36

PUBLISHER: HAWORTH PRESS INC, 10 ALICE ST, BINGHAMTON, NY 13904-1580

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: MANAGEMENT; PSYCHOLOGY, APPLIED

ABSTRACT: Organizational Behavior Management (OBM) has improved staff **performance** in mental hospitals and homes for the mentally retarded. In the present study, OEM techniques of **goal** -setting, feedback, and positive reinforcement were used to improve **staff behavior** and patient outcomes in four private adult group homes for chronic mental patients. Four therapists and 37 patients served as subjects. After a 10 or 20 week multiple baseline, the therapists received training in setting measurable goals, providing verbal and graphic feedback, and praising patients. In addition, therapists received written and verbal feedback, praise and contingent monetary reinforcement. Results revealed large increases in the number of goals addressed weekly and in the quality of treatment plan reviews during treatment. There was a significant increase in patient goal progress and patient activity level, and a significant decrease in therapists' time to submit applicable paperwork during treatment. These results suggest that OEM techniques can improve therapist performance and patient outcomes in group homes for chronic mental patients.

DESCRIPTORS--Author Keywords: behavior systems analysis ; OBM ; behavior therapists-patient interactions ; goals ; feedback ; social and monetary reinforcement ; Medicare and Medicaid compliance and

reimbursements ; mental health organization
IDENTIFIERS--KeyWord Plus(R): DIRECT-CARE **STAFF** ; SUPERVISION PROGRAM;
BEHAVIOR

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20/5/74 (Item 10 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)
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03298702 GENUINE ARTICLE#: 173BU NUMBER OF REFERENCES: 99

**TITLE: Context and charisma: A 'meso' level examination of the
relationship of organic structure, collectivism, and crisis to
charismatic leadership**

AUTHOR(S): Pillai R (REPRINT); Meindl JR

CORPORATE SOURCE: CALIF STATE UNIV SAN MARCOS, COLL BUSINESS ADM/SAN

MARCOS//CA/92096 (REPRINT); SUNY BUFFALO,/BUFFALO//NY/14260

JOURNAL: JOURNAL OF MANAGEMENT, 1998, V24, N5, P643-671

PUBLISHER: JAI PRESS INC, 100 PROSPECT ST, PO BOX 811, STAMFORD, CT 06901

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: MANAGEMENT; BUSINESS

ABSTRACT: This research presents a 'meso' level approach that **models** charismatic leadership in organizations as a function of contextual factors (such as work unit structure, work group collectivism, and crisis), an issue that has rarely been explored in charismatic leadership research. Data were collected from 596 managers and subordinates embedded in 101 work units in a large, complex organization and were analyzed at the individual, group, and cross-levels of analysis. Results indicate that organic structure and collectivistic cultural orientation were positively associated with the emergence of charismatic leadership, whereas perceptions of crisis were negatively related to charismatic leadership. Further, subordinates' ratings of leader charisma were related to leader ratings of work unit performance. The implications of these results for research and practice are discussed.

IDENTIFIERS--Keyword Plus(R): **ORGANIZATIONAL - BEHAVIOR ; TRANSFORMATIONAL LEADERSHIP; INDIVIDUALISM -COLLECTIVISM; UNITED-STATES; PERFORMANCE; INNOVATION; SELF; CATEGORIZATION; PERSONALITY; PERCEPTIONS**

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20/5/75 (Item 11 from file: 7)
DIALOG(R)File 7:Social SciSearch(R)
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03271005 GENUINE ARTICLE#: 151JG NUMBER OF REFERENCES: 70

TITLE: The role of organizational citizenship behavior in turnover:

Conceptualization and preliminary tests of key hypotheses

AUTHOR(S): Chen XP (REPRINT); Hui C; Sego DJ

CORPORATE SOURCE: INDIANA UNIV,DEPT MANAGEMENT, 1309 E 10TH

ST/BLOOMINGTON//IN/47405 (REPRINT); HONG KONG UNIV SCI & TECHNOL,DEPT
MANAGEMENT ORG/HONG KONG//PEOPLES R CHINA/

JOURNAL: JOURNAL OF APPLIED PSYCHOLOGY, 1998, V83, N6 (DEC), P922-931

PUBLISHER: AMER PSYCHOLOGICAL ASSOC, 750 FIRST ST NE, WASHINGTON, DC
20002-4242

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: PSYCHOLOGY, APPLIED

ABSTRACT: The authors conceptualized levels of **organizational** citizenship behavior (OCB) **performance** as a **behavioral** predictor of **employee** turnover and empirically examined the strength of this relationship. Data were collected from 205 supervisor-subordinate dyads across 11 companies in the People's Republic of China. The results provided considerable support for the hypothesis that supervisor-rated OCB was a predictor of subordinates' actual turnover. In particular, subordinates who were rated as exhibiting low levels of OCB were found to be more likely to leave an organization than those who were rated as exhibiting high levels of OCB. The authors also found that the self-report turnover intention was a predictor of turnover, but this relationship did not hold for 2 companies. The explanations and implications of these findings are discussed.

IDENTIFIERS--KeyWord Plus(R): EMPLOYEE TURNOVER; JOB-SATISFACTION;
PERFORMANCE; **MODEL**; WITHDRAWAL; PERSONALITY; COMMITMENT; MOBLEY;
WORK; ANTECEDENTS

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20/5/76 (Item 12 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)
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03247585 GENUINE ARTICLE#: 132EY NUMBER OF REFERENCES: 41

TITLE: Career-oriented versus team-oriented commitment and behavior at work

AUTHOR(S): Ellemers N (REPRINT); deGilder D; vandenHeuvel H

CORPORATE SOURCE: FREE UNIV AMSTERDAM, DEPT SOCIAL PSYCHOL, VAN DER
 BOECHORSTSTR 1/NL-1081 BT AMSTERDAM//NETHERLANDS/ (REPRINT); UNIV
 AMSTERDAM, DEPT WORK & ORG PSYCHOL/AMSTERDAM//NETHERLANDS/

JOURNAL: JOURNAL OF APPLIED PSYCHOLOGY, 1998, V83, N5 (OCT), P717-730

PUBLISHER: AMER PSYCHOLOGICAL ASSOC, 750 FIRST ST NE, WASHINGTON, DC
 20002-4242

LANGUAGE: English **DOCUMENT TYPE:** Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: PSYCHOLOGY, APPLIED

ABSTRACT: Among a representative sample of the Dutch population (Study 1. N = 690), career-oriented and team-oriented commitment were assessed, in addition to affective organizational commitment (Meyer & Allen, 1991). Confirmatory factor analysis supported the proposed distinction between the 2 specific forms of commitment at the **measurement** level. Furthermore, the construct validity of team-oriented and career-oriented commitment as well as their differential implications were corroborated by self-reports of work-related behavior 1 year later. The distinction between career-oriented and team-oriented commitment was then cross-validated in a 2nd study, among employees of a financial service organization in Belgium (N = 287), in which the constructs proved to be not only differentially related to self-reported behavior at work, but also predictive of performance ratings by superiors.

IDENTIFIERS--KeyWord Plus(R): **ORGANIZATIONAL CITIZENSHIP BEHAVIOR** ;
NORMATIVE COMMITMENT; **EMPLOYEE DEVELOPMENT**; **CONCEPT REDUNDANCY**;
PERFORMANCE; **ANTECEDENTS**; **OUTCOMES**; **TURNOVER**; **GENERALIZABILITY**;
PRODUCTIVITY

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20/5/77 (Item 13 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)
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03225195 GENUINE ARTICLE#: 114DC NUMBER OF REFERENCES: 47

TITLE: Perceptions of politics: Does measuring different foci matter?

AUTHOR(S): Maslyn JM (REPRINT); Fedor DB

CORPORATE SOURCE: VANDERBILT UNIV,DEPT LEADERSHIP ORG & POLICY, BOX
90-GPC/NASHVILLE//TN/37203 (REPRINT); GEORGIA INST TECHNOL,SCH
MANAGEMENT/ATLANTA//GA/30332

JOURNAL: JOURNAL OF APPLIED PSYCHOLOGY, 1998, V83, N4 (AUG), P645-653

PUBLISHER: AMER PSYCHOLOGICAL ASSOC, 750 FIRST ST NE, WASHINGTON, DC
20002-4242

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: PSYCHOLOGY, APPLIED

ABSTRACT: Recent research on perceptions of politics in organizations and other organizational phenomena (e.g., commitment) has suggested the use of a multiple-foci approach to understand important politics-outcome relationships. This study confirms separate **measures** of perceptions of politics at the organizational and work-group levels and demonstrates differential effects in the prediction of various outcomes. After controlling for the effects of the relationship with one's supervisor (leader-member exchange), perceptions of politics existing at the organizational level predicted turnover intentions, whereas citizenship behavior was predicted by perceptions of politics at the group level. Both foci of politics significantly predicted organizational commitment.

IDENTIFIERS--KeyWord Plus(R): ORGANIZATIONAL CITIZENSHIP BEHAVIOR ;
LEADER- MEMBER EXCHANGE; JOB- PERFORMANCE ; SOCIAL-EXCHANGE;
COMMITMENT; ATTITUDES; CONSTRUCT; SUPPORT; WORK; VALIDATION

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20/5/78 (Item 14 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)

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03188223 GENUINE ARTICLE#: ZP570 NUMBER OF REFERENCES: 27

TITLE: Dissecting organizational commitment and its relationship with employee behavior

AUTHOR(S): Slocombe TE (REPRINT); Dougherty TW

CORPORATE SOURCE: UNIV CENT OKLAHOMA, COLL BUSINESS ADM, BOX

115/EDMOND//OK/73034 (REPRINT); UNIV MISSOURI, /COLUMBIA//MO/65211

JOURNAL: JOURNAL OF BUSINESS AND PSYCHOLOGY, 1998, V12, N4 (SUM), P469-491

PUBLISHER: HUMAN SCI PRESS INC, 233 SPRING ST, NEW YORK, NY 10013-1578

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: BUSINESS; PSYCHOLOGY, APPLIED

ABSTRACT: In theory, organizational commitment should have a moderately strong relationship with employee performance, but empirical studies have generally found only a weak relationship. We present a new **model** of the organizational commitment process in which different components of **organizational** commitment have different relationships with **employee behaviors**. We argue that the empirical relationship between **organizational** commitment and **performance** is weak for two reasons: First, one component of organizational commitment, the desire to remain a member of the organization, often has a weak, uncertain relationship with performance. Second, organizational commitment does not include perceived rewards for high performance, a variable that is a significant determinant of performance. The results, based on a sample of 246 men and women from diverse industries and occupations, were consistent with these explanations.

IDENTIFIERS--KeyWord Plus(R): METAANALYSIS; CONSEQUENCES; TURNOVER

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20/5/79 (Item 15 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)

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03138481 GENUINE ARTICLE#: YR885 NUMBER OF REFERENCES: 89

TITLE: An overview of the logic and rationale of hierarchical linear models

AUTHOR(S): Hofmann DA

CORPORATE SOURCE: TEXAS A&M UNIV, DEPT MANAGEMENT, LOWRY MAY COLL & GRAD SCH
 BUSINESS/COLLEGE STN//TX/77843 (REPRINT)

JOURNAL: JOURNAL OF MANAGEMENT, 1997, V23, N6, P723-744

PUBLISHER: JAI PRESS INC, 55 OLD POST RD-#2, PO BOX 1678, GREENWICH, CT
 06836-1678

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: MANAGEMENT

ABSTRACT: Due to the inherently hierarchical nature of organizations, data collected in organizations consist of nested entities. More specifically individuals are nested in work groups, work groups are nested in departments, departments are nested in organizations, and organizations are nested in environments. Hierarchical linear **models** provide a conceptual and statistical mechanism for investigating and drawing conclusions regarding the influence of phenomena at different levels of analysis. This introductory paper: (a) discusses the logic and rationale of hierarchical linear **models**, (b) presents a conceptual description of the estimation strategy, and (c) using a hypothetical set of research questions, provides an overview of a typical series of multi-level **models** that might be investigated.

IDENTIFIERS--KeyWord Plus(R): **ORGANIZATIONAL** -STRUCTURE; REGRESSION COEFFICIENTS; **COMPANY PERFORMANCE**; MULTILEVEL ANALYSIS; **INDIVIDUAL ABSENCE**; **BEHAVIOR**; AGREEMENT; ATTITUDES; MANAGERIAL; TECHNOLOGY

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20/5/80 (Item 16 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)

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03125320 GENUINE ARTICLE#: YL442 NUMBER OF REFERENCES: 43

TITLE: Participation's effect on task performance: Mediating roles of goal acceptance and procedural justice

AUTHOR(S): Renn RW

CORPORATE SOURCE: UNIV MEMPHIS, FOGELMAN COLL BUSINESS & ECON, DEPT
 MANAGEMENT/MEMPHIS//TN/38152 (REPRINT)

JOURNAL: JOURNAL OF BUSINESS RESEARCH, 1998, V41, N2 (FEB), P115-125

PUBLISHER: ELSEVIER SCIENCE INC, 655 AVENUE OF THE AMERICAS, NEW YORK, NY
 10010

LANGUAGE: English DOCUMENT TYPE: Article

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: BUSINESS

ABSTRACT: Drawing on goal setting and procedural justice theories, a model of the mediating roles of goal acceptance and procedural justice perceptions was developed and tested with a two-step approach to structural equation modelling. The sample included 200 employees who participated in a two-year **goal** -setting program used by one **organization** located in the southeastern United States. Results indicated that participation was not directly associated with task **performance** but was indirectly and positively related to task **performance** through **goal** acceptance. Results also indicated that participation was related positively to procedural justice perceptions of the **goal** -setting program; however, procedural justice perceptions regarding the **goal** -setting program were unrelated to task **performance**. The discussion centers why **goal** acceptance and not procedural justice mediated the participation-task **performance** relationship and on the theoretical and practical implications of the findings. (C) 1998 Elsevier Science inc.

IDENTIFIERS--Keyword Plus(R): ORGANIZATIONAL- **BEHAVIOR** ; **EMPLOYEE PARTICIPATION**; **INDIVIDUAL** -DIFFERENCES; FIT INDEXES; FAIRNESS; DIFFICULTY; JUDGMENTS; GOODNESS; MODELS; IMPACT

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20/5/81 (Item 17 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)

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03077573 GENUINE ARTICLE#: XN799 NUMBER OF REFERENCES: 235

TITLE: The social scientific study of leadership: Quo vadis?

AUTHOR(S): House RJ; Aditya RN

CORPORATE SOURCE: UNIV PENN,WHARTON SCH MANAGEMENT/PHILADELPHIA//PA/19104

(REPRINT); TEMPLE UNIV,/PHILADELPHIA//PA/19122

JOURNAL: JOURNAL OF MANAGEMENT, 1997, V23, N3, P409-473

PUBLISHER: JAI PRESS INC, 55 OLD POST RD-#2, PO BOX 1678, GREENWICH, CT
06836-1678

LANGUAGE: English DOCUMENT TYPE: Review

SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: MANAGEMENT; BUSINESS

ABSTRACT: In this article, we review the history of the social scientific study of leadership and the prevailing theories of leadership that enjoy empirical support. We demonstrate that the development of knowledge concerning leadership phenomena has been truly cumulative and

that much is currently known about leadership. We identify the contributions of the trait, behavioral, contingency and neocharismatic paradigms and the results of empirical research on prevailing theories. Issues that warrant research in each of the paradigms and theories are described, Ten additional topics for further investigation are discussed and specific recommendations are made with regard to future research on each of these topics.

IDENTIFIERS--KeyWord Plus(R): VROOM-YETTON **MODEL** ; EMPLOYEE WITHDRAWAL PROCESS; FIEDLER CONTINGENCY- **MODEL** ; DYAD LINKAGE APPROACH; PATH- **GOAL** THEORY; **MEMBER** EXCHANGE; **ORGANIZATIONAL** - **BEHAVIOR** ; CHARISMATIC LEADERSHIP; EMPIRICAL-FINDINGS; DECISION-MAKING

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20/5/82 (Item 18 from file: 7)
DIALOG(R)File 7:Social SciSearch(R)
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03027900 GENUINE ARTICLE#: BH47E NUMBER OF REFERENCES: 115
TITLE: Motivational traits and skills: A person -centered approach to work motivation
AUTHOR(S): Kanfer R; Heggestad ED
CORPORATE SOURCE: UNIV MINNESOTA, DEPT PSYCHOL, N218 ELLIOTT HALL, 75 E RIVER RD/MINNEAPOLIS//MN/55455 (REPRINT)
JOURNAL: RESEARCH IN ORGANIZATIONAL BEHAVIOR, 1997, V19, P1-56
PUBLISHER: JAI PRESS INC, 55 OLD POST ROAD, NO 2, GREENWICH, CT 06836
LANGUAGE: English DOCUMENT TYPE: Review
SUBFILE: CC SOCS--Current Contents, Social & Behavioral Sciences
JOURNAL SUBJECT CATEGORY: SOCIAL SCIENCES, INTERDISCIPLINARY
ABSTRACT: In this chapter we build on theory and research in organizational behavior and several subdisciplines of psychology to describe a person-centered framework for the study of work motivation and performance. Based on the assumption that the 'motivational fit' of an individual and a job reflects the continuous and reciprocal influence of person characteristics and situational factors, we adopt a multistep procedure to permit coordination of disparate differential and experimental perspectives. We begin by organizing the relevant person domain in terms of traits and skills, and outline the framework relating these classes of person characteristics. We then focus on motivationally relevant traits and identify two superordinate trait constructs - achievement and anxiety. Our examination of each trait complex suggests that broad gaps exist in both the theory and measurement of seemingly related constructs. To illustrate the potential influence of these traits in organizational settings, we discuss the implications of a trait typology for personnel selection with respect to 'work motivation suitability.' Turning to the motivational skills portion of the framework, we examine recent experimentally-oriented theory and research in self-regulation to provide the basis for examining two motivational skills constructs: namely emotion control and motivation control. In the final step, we coordinate motivational trait and skill constructs and discuss the effects of organizational practices on work motivation and performance. We outline the influences of trait tendencies on motivational skills levels and distinguish between personal and organizational practices that seek to optimize 'motivational fit' at different phases of the individual's task/job tenure. Finally, we provide an agenda for further research into work motivation-considered as a combination of traits and skills.

IDENTIFIERS--KeyWord Plus(R): TEST ANXIETY; **ORGANIZATIONAL** -BEHAVIOR; ACHIEVEMENT-MOTIVATION; COGNITIVE INTERFERENCE; INDIVIDUAL-DIFFERENCES; **GOAL** DIFFICULTY; 5-FACTOR MODEL; SELF-EFFICACY; PERFORMANCE; QUESTIONNAIRE

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DIALOG(R)File 7:Social SciSearch(R)

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02983277 GENUINE ARTICLE#: VX677 NUMBER OF REFERENCES: 83

**TITLE: QUALITY PERCEPTIONS IN THE FINANCIAL SERVICES SECTOR - THE POTENTIAL
IMPACT OF INTERNAL MARKETING**

AUTHOR(S): BOSHOF C; TAIT M

CORPORATE SOURCE: UNIV OTAGO, DEPT MKT/DUNEDIN//NEW ZEALAND// UNIV PORT

ELIZABETH, DEPT BUSINESS MANAGEMENT/PORT ELIZABETH//SOUTH AFRICA/

**JOURNAL: INTERNATIONAL JOURNAL OF SERVICE INDUSTRY MANAGEMENT, 1996, V7, N5
, P5&**

LANGUAGE: ENGLISH DOCUMENT TYPE: ARTICLE

SUBFILE: SocSearch; CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: MANAGEMENT

ABSTRACT: Argues that one theme that has emerged consistently in the recent services marketing literature is the importance of frontline employees in service delivery. The internal marketing concept is based on the belief that a firm's internal market/employees can be motivated to strive for customer-consciousness, market orientation and sales-mindedness through the application of accepted external marketing approaches and principles. Considers in this study that these objectives could be achieved by marketing, among others, the service firm's goals, objectives and values to frontline employees. A causal **model** was constructed which included organizational commitment (as an intervening variable), frontline employees' own perceptions of the service quality they deliver, and the service quality their supervisors believe they deliver as endogenous latent variables. The **model** was empirically evaluated with data from frontline employees in the banking and insurance industries.

DESCRIPTORS--Author Keywords: COMMITMENT ; EMPLOYEES ; FINANCIAL SERVICES ; INTERNAL MARKETING ; QUALITY

IDENTIFIERS--KeyWords Plus: **ORGANIZATIONAL - BEHAVIOR ; CONSUMER PERCEPTIONS; PRODUCT QUALITY; PERFORMANCE; SATISFACTION; SALESPEOPLE; COMMITMENT; EMPLOYEES; FEEDBACK; SCALE**

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DIALOG(R)File 7:Social SciSearch(R)
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02764154 GENUINE ARTICLE#: RD036 NUMBER OF REFERENCES: 69

TITLE: A MODEL OF SOCIAL LOAFING IN REAL WORK GROUPS

AUTHOR(S): COMER DR

CORPORATE SOURCE: HOFSTRA UNIV, DEPT MANAGEMENT, 228 WELLER
 HALL/HEMPSTEAD/NY/11550

JOURNAL: HUMAN RELATIONS, 1995, V48, N6 (JUN), P647-667

LANGUAGE: ENGLISH DOCUMENT TYPE: ARTICLE

SUBFILE: SocSearch; CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: SOCIAL SCIENCES, INTERDISCIPLINARY

ABSTRACT: Social loafing is the decline in member effort that often occurs in groups. This paper discusses factors that may contribute to social loafing, and proposes a **model** integrating these factors. The **model** attempts to move social loafing research from the laboratory to the workplace. Recommendations are offered for reducing social loafing in work groups.

DESCRIPTORS--Author Keywords: SOCIAL LOAFING ; WORK GROUPS ; INDIVIDUAL BEHAVIOR IN GROUPS ; GROUP MEMBER EFFORT

IDENTIFIERS--KeyWords Plus: COGNITIVE EFFORT; SHARED RESPONSIBILITY; MOTIVATION LOSSES; **PERFORMANCE**; IDENTIFIABILITY; **BEHAVIOR**; QUALITY; DISPENSABILITY; **ORGANIZATIONS**; **INDIVIDUALISM**

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DIALOG(R)File 7:Social SciSearch(R)

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02685972 GENUINE ARTICLE#: PT382 NUMBER OF REFERENCES: 70

**TITLE: OUTCOME SATISFACTION IN NEGOTIATION - A TEST OF EXPECTANCY
 DISCONFIRMATION**

AUTHOR(S): OLIVER RL; BALAKRISHNAN PV; BARRY B

CORPORATE SOURCE: VANDERBILT UNIV,OWEN GRAD SCH MANAGEMENT,401 21ST AVE
 S/NASHVILLE//TN/37203; UNIV WASHINGTON,BUSINESS ADM
 PROGRAM/BOTHELL//WA/00000

JOURNAL: ORGANIZATIONAL BEHAVIOR AND HUMAN DECISION PROCESSES, 1994, V60,
 N2 (NOV), P252-275

LANGUAGE: ENGLISH DOCUMENT TYPE: ARTICLE

SUBFILE: SocSearch; CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: PSYCHOLOGY, APPLIED; MANAGEMENT

ABSTRACT: The post-settlement processes that occur after negotiation outcomes are known have not been extensively studied. We propose one such process **model** of satisfaction using expectancy disconfirmation principles. Based on **measurement** of profit expectations before a bargaining session, knowledge of the profit outcomes achieved, and comparison operations between the two, analysis of data obtained from 42 negotiators provided evidence for this paradigm in negotiators' post-settlement cognition. Expectations of one's performance and profits attained had opposite effects on disconfirmation and later satisfaction judgments. High expectations served to decrease satisfaction and high profit outcomes had the effect of increasing satisfaction via their fully mediated effects through expectancy disconfirmation. Moreover, a negotiator's willingness to negotiate with the partner again is shown to be primarily a function of satisfaction. Implications of these findings are discussed. (C) 1994 Academic Press, Inc.

IDENTIFIERS--KeyWords Plus: **CONSUMER SATISFACTION; ORGANIZATIONAL -
 BEHAVIOR ; MODEL ; EXPECTATIONS; DETERMINANTS; PERFORMANCE ;
 HEURISTICS; MOTIVATION; PERCEPTION; DECISIONS**

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20/5/86 (Item 22 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)
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02572356 GENUINE ARTICLE#: MQ788 NUMBER OF REFERENCES: 84

TITLE: AUTHORITY AT WORK - INTERNAL MODELS AND THEIR ORGANIZATIONAL CONSEQUENCES

AUTHOR(S): KAHN WA; KRAM KE

CORPORATE SOURCE: BOSTON UNIV/BOSTON//MA/02215

JOURNAL: ACADEMY OF MANAGEMENT REVIEW, 1994, V19, N1 (JAN), P17-50

LANGUAGE: ENGLISH DOCUMENT TYPE: ARTICLE

SUBFILE: SocSearch; CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: BUSINESS; MANAGEMENT

ABSTRACT: This article focuses on how organization members authorize and de-authorize both others and themselves in the course of doing their work. We argue that these authorizing processes are shaped, in part, by enduring, often unacknowledged stances toward authority itself. In turn, we suggest that these stances are enacted in similar ways across hierarchical and collaborative work arrangements and across various roles and positions. These stances are-as Hirschhorn (1990) suggested-internalized **models**. Working from a theoretical framework that combines concepts from developmental and clinical psychology, group dynamics, and organizational behavior, we define and illustrate three types of internal **models** of authority: dependence, counterdependence, and interdependence. We offer propositions about how these internal **models** influence **organization members' behaviors** during task **performances** generally, and more specifically, as members of hierarchical dyads and work teams. We also suggest propositions about how these internal **models** of authority are triggered and change in the context of organizational life. Finally, we offer research methods and strategies by which to empirically examine these propositions.

IDENTIFIERS--KeyWords Plus: CHILDHOOD; INFANCY; SELF

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DIALOG(R) File 7: Social SciSearch(R)
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02564201 GENUINE ARTICLE#: MM154 NUMBER OF REFERENCES: 51

TITLE: JOB CHARACTERISTICS AND BIASES IN SUBORDINATES APPRAISALS OF MANAGERS

AUTHOR(S): HUMPHREY RH; BERTHIAUME RD
CORPORATE SOURCE: WAYNE STATE UNIV, DEPT MANAGEMENT & ORG
SCI/DETROIT//MI/48202

JOURNAL: BASIC AND APPLIED SOCIAL PSYCHOLOGY, 1993, V14, N4 (DEC), P401-420
LANGUAGE: ENGLISH DOCUMENT TYPE: ARTICLE
SUBFILE: SocSearch; CC SOCS--Current Contents, Social & Behavioral Sciences
JOURNAL SUBJECT CATEGORY: PSYCHOLOGY, SOCIAL

ABSTRACT: This article develops a general **model** relating job characteristics to biases in the perception of managers' abilities. A 2 x 2 x 2 between-subjects design was used to vary managerial task complexity, subordinate task complexity, and managers' rates of giving orders. The subjects were 216 upper-level undergraduate students who were randomly assigned to 72 three-person groups. Relative, but not absolute, levels of task complexity biased subordinates' evaluations of managers. This finding is consistent with equity theory and with leadership theories that emphasize the relative contributions of leaders and group members. Procedures that increased order-giving increased subordinates' appraisals of managers when managers performed either relatively more or relatively less complex work than did subordinates, but had no effect under equal complexity conditions. The results are discussed in terms of leader-member exchange theories and contingency theories of leadership (Dienesch & Liden, 1986; Fiedler & Chemers, 1984; Graen, Novak, & Sommerkamp, 1982; Kerr & Jermier, 1978).

IDENTIFIERS--KeyWords Plus: LEADER- **MEMBER** EXCHANGE; **ORGANIZATIONAL - BEHAVIOR** ; SITUATIONAL FACTORS; POOR **PERFORMANCE** ; META-ANALYSIS; **MODEL**; SATISFACTION; PERCEPTIONS; PERSPECTIVE; PERSONALITY

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DIALOG(R)File 7:Social SciSearch(R)

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02502912 GENUINE ARTICLE#: LH985 NUMBER OF REFERENCES: 81

TITLE: MEASURING NORMATIVE BELIEFS AND SHARED BEHAVIORAL EXPECTATIONS IN ORGANIZATIONS - THE RELIABILITY AND VALIDITY OF THE ORGANIZATIONAL CULTURE INVENTORY

AUTHOR(S): COOKE RA; SZUMAL JL

CORPORATE SOURCE: UNIV ILLINOIS, DEPT MANAGEMENT, MC 240, 601 S MORGAN ST/CHICAGO//IL/60607

JOURNAL: PSYCHOLOGICAL REPORTS, 1993, V72, N3 (JUN), P1299-1330

LANGUAGE: ENGLISH DOCUMENT TYPE: ARTICLE

SUBFILE: SocSearch; CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: PSYCHOLOGY

ABSTRACT: The Organizational Culture Inventory **measures** 12 sets of normative beliefs or shared behavioral expectations associated with three general types of cultures, Constructive, Passive-Defensive, and Aggressive-Defensive. These cultural norms are hypothesized to influence the thinking and **behavior** of **organizational members**, their motivation and **performance**, and their satisfaction and stress. As components of organizational culture, behavioral expectations are considered to be shared and enduring in nature. Tests of three types of reliability-internal consistency, interrater, and test-retest-and two types of validity-construct and criterion-related-on data provided by 4,890 respondents indicate that the inventory is a dependable instrument for assessing the normative aspects of culture. Obtained alpha coefficients support the internal consistency of the scales; tests for interrater agreement show that significant variance in

individuals' responses is explained by their organizational membership; and tests for differences across time show the temporal consistency of scale scores. Factor analysis results provide general support for the construct validity of the scales, most of which were related to both individual and organizational criteria as predicted.

IDENTIFIERS--Keywords Plus: LIFE-STYLES INVENTORY

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20/5/89 (Item 25 from file: 7)

DIALOG(R)File 7:Social SciSearch(R)

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02428712 GENUINE ARTICLE#: KB041 NUMBER OF REFERENCES: 76

TITLE: SERVICE ENCOUNTERS AS RITES OF INTEGRATION - AN INFORMATION-PROCESSING MODEL

AUTHOR(S): SIEHL C; BOWEN DE; PEARSON CM

CORPORATE SOURCE: AMER GRAD SCH INT MANAGEMENT, THUNDERBIRD, 15249 N 59TH AVE/GLENDALE//AZ/85306; ARIZONA STATE UNIV W, BUSINESS PROGRAMS/PHOENIX//AZ/85069; UNIV SO CALIF, SCH BUSINESS ADM, CTR CRISIS MANAGEMENT/LOS ANGELES//CA/90089

JOURNAL: ORGANIZATION SCIENCE, 1992, V3, N4 (NOV), P537-555

LANGUAGE: ENGLISH DOCUMENT TYPE: ARTICLE

SUBFILE: SocSearch; CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: MANAGEMENT

ABSTRACT: We propose that service encounters (the interaction between customers and employees) can be conceptualized, and managed, as rites of integration. Rites of integration are defined as planned social interactions that have the objective of achieving "a temporary sense of closeness" between customers and service providers. We argue that such rites help to establish the appropriate level of psychological involvement or the appropriate degree of psychological closeness between the service provider and the customer. Psychological involvement facilitates (a) the sharing of information by customers and employees that is necessary for service production and (b) the favorable evaluation, by customers, of the service delivery process. We describe (and give examples of) different types of rites that result in varying levels of involvement. We conclude by offering propositions for the consequences associated with customers having their expectations of involvement confirmed or disconfirmed. These consequences include the importance of a "zone of indifference" around individual expectations

of levels of involvement and the negative effects of too much closeness between the employee and customer.

DESCRIPTORS--Author Keywords: CULTURE ; SERVICE ; INFORMATION PROCESSING, TECHNOLOGY

IDENTIFIERS--KeyWords Plus: EXPRESSIVE **BEHAVIOR** ; **CUSTOMER** ; EMOTION; **ORGANIZATION**; COORDINATION; SATISFACTION; **PERFORMANCE**; PERCEPTIONS; TECHNOLOGY; EMPLOYEE

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DIALOG(R)File 7:Social SciSearch(R)

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02321421 GENUINE ARTICLE#: HA223 NUMBER OF REFERENCES: 36

TITLE: THE MOVEMENT FOR REFORMING AMERICAN BUSINESS ETHICS - A 20-YEAR PERSPECTIVE

AUTHOR(S): WERNER SB

CORPORATE SOURCE: HAIFA UNIV,POLIT SCI/IL-31999 HAIFA//ISRAEL/

JOURNAL: JOURNAL OF BUSINESS ETHICS, 1992, V11, N1 (JAN), P61-70

LANGUAGE: ENGLISH DOCUMENT TYPE: ARTICLE

SUBFILE: SocSearch; CC SOCS--Current Contents, Social & Behavioral Sciences

JOURNAL SUBJECT CATEGORY: BUSINESS; PHILOSOPHY

ABSTRACT: This paper presents a succinct review of the movement for moral genesis in business that arose in the 1970s. The moral genesis movement is characterized by: (a) the rejection of the premise that business and ethics are antagonistic; (b) the rise of the Issues Management approach, which stresses the social responsibility of the corporation; (c) disdain of government regulation as a means of business moralization, and (d) a search for control **measures** aimed at improving organization moral behavior. This movement now begins to give rise to a new organizational **model**, the "Self-Moralizing Corporation," which transcends existing paradigms of corporate rectitude. The tenets of the "Self-Moralizing **Corporation**" are that: (a) the moral **behavior** of **members** is a requisite to the attainment of **organization goals**; (b) **individual** moral **behavior** is an asset which must be managed and developed by the corporation; (c) individual moral development is a collectively and individually shared responsibility; and, (d) the maintenance of moral values is more important than the preservation of organization structure.

IDENTIFIERS--KeyWords Plus: FUTURE

CITED REFERENCES:

BLOWING WHISTLE FEDE, 1984

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PRIME BUSINESS ASSET, 1988, P9

AIBEL JH, 1984, P267, CORPORATE GOVERNANCE

| Set | Items | Description |
|-----|---------|---|
| S1 | 157 | AU=(MCNEIL D? OR MCNEIL, D?) |
| S2 | 3249970 | GOAL? ? |
| S3 | 7034725 | PERFORMANC? |
| S4 | 1676161 | BEHAVIOR? OR BEHAVIOUR? OR HABIT? OR TRAIT? ? |
| S5 | 220356 | S4(3N) (CONSUMER? OR USER? OR BUYER? OR PARTICIPANT? OR CUS- TOMER? OR CLIENT? OR SUBSCRIBER? OR MEMBER? ? OR INDIVIDUAL? - OR PERSON? ? OR WORKER? ? OR STAFF? OR EMPLOYEE?) |
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| S7 | 514 | S5(20N)S6 |
| S8 | 133 | S7(S)S3 |
| S9 | 2 | S8 FROM 348,349 |
| S10 | 131 | S8 NOT S9 |
| S11 | 94 | S10 NOT PY>2000 |
| S12 | 87 | S11 NOT PD=20000803:20031031 |
| S13 | 77 | RD (unique items)- <i>all combined = 100%</i> |

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13/3,K/1 (Item 1 from file: 9)
DIALOG(R)File 9:Business & Industry(R)
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1990985 Supplier Number: 01990985 (USE FORMAT 7 OR 9 FOR FULLTEXT)
Jose Ofman:Wang Laboratories
(Wang Laboratories' President and CEO Jose Ofman is leading the company
into its latest incarnation: that of a service provider)
Computer Reseller News, p 145
November 10, 1997
DOCUMENT TYPE: Journal ISSN: 0893-8377 (United States)
LANGUAGE: English RECORD TYPE: Fulltext
WORD COUNT: 1002

(USE FORMAT 7 OR 9 FOR FULLTEXT)

TEXT:
...the Americas

Company Headquarters:Billerica, Mass.

Age:43

Total 1996 Salary & Bonus:\$375,000 plus **performance - goal** bonuses
Years At The **Company** :Seven months

Favorite Way To Relax:Golf

Most-admired **trait** in another **person** :Communications skills

Least-admired **traits** in another **person** :Stubborness and an unwillingness
to

13/3,K/2 (Item 1 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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02548921 219771881
Sears, Roebuck and Company
Anonymous
International Journal of Retail & Distribution Management v26n7 PP:
272-273 1998
ISSN: 0959-0552 JRNL CODE: RDM
WORD COUNT: 1101

...TEXT: as the business refocussed firmly on the consumer.

Altering the logic to transform the prevailing **company** culture was key to
Sears' **goal** of changing the way it did business. Sears effectively tapped
into the chain of cause and effect that runs from **employee behavior** to
customer behavior to profits, developing an employee-- customer-profit
business model that tracked success from management behavior through
employee attitudes to customer satisfaction and financial **performance** .

To gauge customer and employee attitudes and customer satisfaction, Sears
developed total performance indicators, or...

13/3,K/3 (Item 2 from file: 15)

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02379337 116355051

Hospital choices in times of cutback: the role of organizational culture

Rondeau, Kent V; Wagar, Terry H
Leadership in Health Services v12n3 PP: Xiv 1999
ISSN: 1366-0756 JRNL CODE: LIHS
WORD COUNT: 4258

...TEXT: are being utilized to achieve the vision. Organizations with strong mission cultures emphasize productivity and **goal** attainment. In such **organizations**, managers shape **employee behavior** by communicating a desired future state for the organization and by articulating specific **performance** objectives and targets. In some instances, a strong mission orientation can lead to hyper-competitive **behavior** among **organizational members**. At other times, **goal** attainment can be met through collaborative actions.

An adaptive organizational culture is characterized by a strategic...

13/3,K/4 (Item 3 from file: 15)

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02368454 115926436

Quality perceptions in the financial services sector The potential impact of internal marketing

Boshoff, Christo; Tait, Madele
International Journal of Service Industry Management v7n5 PP: 5-31 1996
ISSN: 0956-4233 JRNL CODE: SIM
WORD COUNT: 9514

...TEXT: 1984, p. 278; Berry, 1986, p. 48; Sasser and Arbeit, 1976). Service firms typically sell **performances** and these are performed by employees who will behave in a desired manner (creative discretionary...

... and growth of business firms depend on the willingness of employees to accept and support **organizational goals** and to behave in a manner likely to promote them. In other words, the organization-**employee** fit will influence **behaviour** and thus **performance** (Ostroff, 1993, p. 104; Zeithaml et al., 1990). This is particularly true in service situations...

... the service encounter. "Indirect" control is then established by creating a climate conducive to optimal **performance** (Gronroos, 1990, pp. 227-8) and in which employees will behave in an appropriate manner...

13/3,K/5 (Item 4 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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02323673 86067867

Strategy and continuous improvement in small-to-medium Australian manufacturers

Chapman, Ross; Hyland, Paul
Integrated Manufacturing Systems v11n3 PP: 171-179 2000
ISSN: 0957-6061 JRNL CODE: ING
WORD COUNT: 5230

...TEXT: maturity level. While Firms A and B did demonstrate some evidence of the key strategic **behaviour**, that "**individuals** and groups used the **organisations** strategic **goals** to focus and prioritise their improvement activities", this behaviour was not uniform throughout the organisation...

... been reported by O'Mara et al. (1996) in studying the interactions between strategy and **performance** measurement in SMEs. In Firms A and B, employees at operational level were unable or...

13/3,K/6 (Item 5 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02275714 86922389

Critical factors of effective project management

Svetlana J.K. Cicmil

TQM Magazine v9n6 PP: 390 1997

ISSN: 0954-478X JRNL CODE: TQM

WORD COUNT: 3397

...TEXT: user needs.

(2). Inadequate specification of project requirements and project constraints; consequently, setting unrealistic project **goals** altogether.

(3). **Organizational** behaviour factors including structure, functions, **performance**, and associated **behaviour** of groups and **individuals**.

(4). Bounded rationality in the process of project planning and project implementation, i.e. the...

13/3,K/7 (Item 6 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02268721 107629

An architect looks at organization design

Yokoyama, Yoshinori

McKinsey Quarterly v1992n4 PP: 116 1992

ISSN: 0047-5394 JRNL CODE: MCQ

...ABSTRACT: technologies, or to address new markets is often an exercise in frustration. The only legitimate **goal** of **organization** design is to shape, facilitate, or alter the **behavior** of **individuals** within that organization in order to meet the demands imposed by changed circumstances. Design leaves...

... putting a good new design in place, an organization will experience a marked upswing in **performance**. Since this was the original purpose of the exercise, managers tend to relax. This is a bad mistake because no new organization can produce tangible shifts in **performance** in so short a time. The goal is behavioral change - doing old things differently and...

13/3,K/8 (Item 7 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02093465 63951043

Multinational interview decisions: Integrity capacity and competing values
Spence, Laura J; Petrick, Joseph A
Human Resource Management Journal v10n4 PP: 49-67 2000
ISSN: 0954-5395 JRNL CODE: HRMJ
WORD COUNT: 8985

...TEXT: Among the major human relations HRM activities are fostering participation, team morale building and modifying **behaviour** to enhance **employee performance**. Different types of involvement and mentoring build loyalty and commitment to **organisational goals**. Reinforcement of desirable **performance** through rewards strengthens the habits of superior **performance** and consensual decision making.

Finally, the HRM open systems theory stresses the innovator and broker...

13/3,K/9 (Item 8 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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02053882 57691977

The impact of empowerment on customer contact employees' role in service organizations
Chebat, Jean-Charles; Kollias, Paul
Journal of Service Research : Jsr v3n1 PP: 66-81 Aug 2000
ISSN: 1094-6705 JRNL CODE: SRES
WORD COUNT: 11387

...TEXT: variables (i.e., job satisfaction, adaptability to the job, and self-efficacy) and on employee **performance**. The model developed and tested here opens new research and managerial avenues even if the...

... is expected of them, quantitatively speaking. Instead, we examine empowerment as a way of adapting **employee behaviors** to specific **customers** and specific situational demands. It is argued that empowered employees are inclined to do so because they interpret **organizational goals** and policies in an idiosyncratic manner that reflects their own orientations toward the service.

WHEN...

13/3,K/10 (Item 9 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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02027287 53996633

Are performance appraisals obsolete?

Nelson, Bob
Compensation & Benefits Review v32n3 PP: 39-42 May/June 2000
ISSN: 0886-3687 JRNL CODE: CPR
WORD COUNT: 2247

...TEXT: Despite these failings, most experts agree that there are many valid reasons to use a **performance** appraisal system. An objective appraisal process focuses on employee job **performance** toward agreed-on goals-not personality **traits**. It recognizes the **employee's** contributions toward achieving **organizational goals**, addresses

shortcomings, identifies education needs and is a meaningful part of a persons career-planning...

13/3,K/11 (Item 10 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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02016365 52981345

Corridors of influence in the dissemination of customer-oriented strategy to customer contact service employees

Hartline, Michael D; Maxham, James G III; McKee, Daryl O

Journal of Marketing v64n2 PP: 35-50 Apr 2000

ISSN: 0022-2429 JRNL CODE: JMK

WORD COUNT: 10530

...TEXT: the implementation of a customer-oriented strategy. Output controls refer to those initiatives that set **performance** standards and actively monitor and evaluate employee compliance with these standards (e.g., revenue, sales quotas). Process controls refer to mechanisms that strive to influence the means by which **performance** standards are pursued. Rather than reward outcomes (e.g., number of customers served), process controls attempt to reward **employee behaviors** that are consistent with **organizational goals**.

Informal controls are defined as unwritten, worker-initiated directives that purposefully strive to influence customer contact **employees' behavior** (Jaworski 1988). Jaworski identifies three types of informal control that differ on the basis...

13/3,K/12 (Item 11 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01978304 46950495

Improving therapist and patient performance in chronic psychiatric group homes through goal-setting, feedback, and positive reinforcement

Huberman, Warren L; O'Brien, Richard M

Journal of Organizational Behavior Management v19n1 PP: 13-36 1999

ISSN: 0160-8061 JRNL CODE: JOR

ABSTRACT: **Organizational** behavior management (OBM) techniques of **goal**-setting, feedback, and positive reinforcement were used to improve **staff behavior** and patient outcomes in 4 private adult group homes for chronic mental patients. Results revealed...

... to submit applicable paperwork during treatment. These results suggest that OBM techniques can improve therapist **performance** and patient outcomes in group homes for chronic mental patients.

13/3,K/13 (Item 12 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01860744 05-11736

Benchmarks of successful salesforce performance

Barker, A Tansu

Canadian Journal of Administrative Sciences v16n2 PP: 95-104 Jun 1999

ISSN: 0825-0383 JRNL CODE: CJA
WORD COUNT: 5618

...TEXT: nonselling behaviour performance.

(Chart Omitted)

Captioned as: Figure 1.

As shown in Figure 1, nonselling **performance** and behaviour **performance** lead to salesforce outcome **performance**, which determines sales organization effectiveness. Characteristics of salespeople in terms of capabilities and motivation and the appropriateness of the sales organization influence the **performance** of the salesforce. In particular, sales managers' activities have an unmediated impact on the salesforce and its **performance**, based on whether the managers emphasize a behaviour-based or outcome-based orientation to control...

... sales calls, perform sales support activities, be more committed to the organization and serve their **customers** better. **Behaviour**-oriented systems tend to encourage salespeople to work more towards achieving **company goals**. Outcomeoriented governance systems tend to lead to short-term outcomes and neglect customer relationships and...

13/3,K/14 (Item 13 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01831816 04-82807

Giving up control without losing control: Trust and its substitutes' effects on managers' involving employees in decision making
Spreitzer, Gretchen M; Mishra, Aneil K
Group & Organization Management v24n2 PP: 155-187 Jun 1999
ISSN: 1059-6011 JRNL CODE: GOS
WORD COUNT: 11440

...TEXT: for trust examined in this article. Incentives help to align employee self-interest with the **goals** of the **organization**. They tie lower echelon employees' financial success to the **performance** of the organization. **Performance** information provides direction to **employee behavior**. It also can provide feedback to employees to ensure that their actions are aligned with...

13/3,K/15 (Item 14 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01800456 04-51447

A merger proposal
Steinauer, Joan M
Incentive v173n4 PP: 26-31 Apr 1999
ISSN: 1042-5195 JRNL CODE: IMK
WORD COUNT: 2683

...TEXT: we now belonged to."

Janelle Brittain, owner and executive director of the Chicago-based Dynamic **Performance** Institute, an international consulting and training company that has done research for companies experiencing mergers, agrees. "In

addition to open communication policies companies should reward **employees** for positive **behavior** during this time because change, in and of itself is difficult for people to make," she says. "But once a **company** knows what its **goals** are, they should design programs that motivate employees to reach those goals."

When the Racine...

13/3,K/16 (Item 15 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01764879 04-15870

Employee involvement and market orientation in a transition economy: Importance, problems and a solution

Martin, James H; Martin, Beth Ann; Grbac, Bruno
Journal of Managerial Issues v10n4 PP: 485-502 Winter 1998
ISSN: 1045-3695 JRNL CODE: JML
WORD COUNT: 7764

...TEXT: goal is accepted, there is a linear relationship between the level of goal difficulty and **performance**. Several meta-analyses of goal setting research (e.g., Tubbs, 1986; Wood et al., 1987...

... research also suggests that the more specific the goal is, the higher the person's **performance** (Locke and Latham, 1990). Research on goal setting generally finds that consistent, specific feedback regarding goal achievement will also improve **performance** (Locke and Latham, 1990). Thus, specific and difficult goals make behavior directed toward accomplishing the goals more meaningful to the worker. Because of its direct effect on **employee behavior**, goal setting theory should provide a useful tool for motivating employee involvement in market oriented activities. In U.S. **companies**, goal setting is used on a routine basis in a wide variety of contexts. With respect...

13/3,K/17 (Item 16 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01704988 03-55978

We need dynamic performance measures

Tatikonda, Lakshmi U; Tatikonda, Rao J
Management Accounting v80n3 PP: 49-51+ Sep 1998
ISSN: 0025-1690 JRNL CODE: NAA
WORD COUNT: 2302

...TEXT: serious adjustment in attitude and behavior.

MEASURING THE UNMEASURABLE

Because what gets measured gets improved, **performance** measures are critical for an organization's success. Organizations need to exorcise the **performance** measurements ghosts of the past that often were obsolete or dysfunctional. Effective **performance** measurement systems are top-down and include critical success factors, a mix of financial and nonfinancial data, and a balance between different views. Effective **performance** measures are congruent with **organizational goals** and reward systems, are easy to understand by all **employees**, promote intended **behavior**, and are

dynamic.
Dynamic

13/3,K/18 (Item 17 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01585915 02-36904

Multi-rater feedback and performance evaluation programs do not mix
Anonymous
Supervision v59n3 PP: 25 Mar 1998
ISSN: 0039-5854 JRNL CODE: SUP
WORD COUNT: 501

TEXT: Multi-rater feedback programs are intended to improve employee behavior and **performance** via improved communication. Employees receive anonymous feedback from their immediate manager, their peers and their...

... to the subject, and sometimes to his or her manager, in an effort to modify **behavior** .

Employee performance appraisal programs, on the other hand, are intended to monitor employee progress toward **company goals** . In general, managers independently evaluate how their direct reports are doing and how job **performance** can be improved.

And this is where the problem begins. Too often organizations use information...

13/3,K/19 (Item 18 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01575803 02-26792

The boundaryless organization: Implications for job analysis, recruitment, and selection
Nelson, Jodi Barnes
Human Resource Planning v20n4 PP: 39-49 1997
ISSN: 0199-8986 JRNL CODE: HRP
WORD COUNT: 7173

...TEXT: et al., 1995), the boundaryless organization may be less likely to realize organizational adaptability and **performance** problems compared to other organizations. The possibility of adverse impact seems a more likely threat...

... and not on the basis of all possible organizational values and norms, the chance for **worker trait** homogeneity is lessened.

It may be that just as the organization needs different skill sets to accomplish a unified **performance goal** , **organizations** need different **traits** and **worker** characteristics to accomplish the longer-term goal of survival (Schneider, 1987). However, worker heterogeneity does...

13/3,K/20 (Item 19 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01561117 02-12106

Implications of the multidimensional nature of job performance for the validity of selection tests: Multivariate frameworks for studying test validity

Murphy, Kevin R; Shiarella, Ann Harris
Personnel Psychology v50n4 PP: 823-854 Winter 1997
ISSN: 0031-5826 JRNL CODE: PPS
WORD COUNT: 12357

...TEXT: 1996). Individual differences and behavior in organizations: Much more than g. In Murphy K (Ed), **Individual** differences and **behavior** in organizations (pp. 3-30). San Francisco: Jossey-Bass.

Murphy KR, Cleveland JN. (1995). Understanding **performance** appraisal: Social, **organizational** and **goal** -based perspectives. Thousand Hills, CA: Sage.

Nathan BR, Alexander RA. (1988). A comparison of criteria...

13/3,K/21 (Item 20 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01540903 01-91891

A cause-and-effect approach to analyzing performance measures

Boyd, Lynn H; Cox, James F III
Production & Inventory Management Journal v38n3 PP: 25-32 Third Quarter 1997
ISSN: 0897-8336 JRNL CODE: PIM
WORD COUNT: 4228

ABSTRACT: **Performance** measures provide the link between **individual behavior** and **organizational goals**. Using a relatively new technique, the negative branch, the conditions under which a particular **performance** measure has positive or negative consequences are able to be analyzed.

...
...TEXT: the significant effect measures can have on organizational performance. Performance measures are the link between **individual behavior** and **organizational goals**. While it is simple to say that **performance** measures must be aligned with **organizational goals**, the process for making sure that this is done is not clear.

Tell me how...

13/3,K/22 (Item 21 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)
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01501338 01-52326

Moral hazard, ethical considerations, and the decision to implement an information system

Tuttle, Brad; Harrell, Adrian; Harrison, Paul
Journal of Management Information Systems: JMIS v13n4 PP: 7-27 Spring 1997
ISSN: 0742-1222 JRNL CODE: JMI
WORD COUNT: 8340

...TEXT: to define the moral-hazard construct. Shirking refers to behavior that is inconsistent with the **organization** 's overall **goals** . It arises when **performance** incentives are based on an imperfect surrogate of the desired **performance behavior** . The **individual** is said to possess private information when he or she has information that is not...

13/3,K/23 (Item 22 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01485880 01-36868

A conceptual framework for aligning managerial behaviors with cultural work values

Michael, James

International Journal of Commerce & Management v7n3/4 PP: 81-101 1997

ISSN: 1056-9219 JRNL CODE: IJCA

WORD COUNT: 6502

...TEXT: avoidance cultures.

MOTIVATING BEHAVIORS

Recognizing and Rewarding

Recognizing and rewarding practices are used to shape **workers ' behavior** to achieve **organizational goals** . Recognizing involves managers giving praise and showing appreciation to others for effective **performance** , such as complimenting, giving credit and expressing personal appreciation for a job well done. If...

... earnings, recognition, advancement, and challenge (Hofstede, 1991). There is an emphasis on individual recognition and **performance** in masculine cultures (Sekaran & Snodgrass, 1986).

Proposition 13: Managers in masculine cultures engage in more...

13/3,K/24 (Item 23 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01427364 00-78351

Fundamental change and the bottom line

McDonald, R A; Myklebust, Richard P

Best's Review (Prop/Casualty) v98n1 PP: 80-83 May 1997

ISSN: 0161-7745 JRNL CODE: BIP

WORD COUNT: 2486

...TEXT: between what employees do, what they accomplish and what they get paid. This connection between **performance** , results and bonus payments must be clear and direct for the plan to accomplish its...

... as if they are owners of their own teams or departments. Companies get the consistent **behavior** they want when **individual goals** are aligned with team and **company goals** .

Fourth, the plan is perceived as fair and appropriate. Paying too much is as bad...

13/3,K/25 (Item 24 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01382973 00-33960

Skills, incentives, and control: An integration of agency and transaction cost approaches

Kowtha, N Rao

Group & Organization Management v22n1 PP: 53-86 Mar 1997

ISSN: 1059-6011 JRNL CODE: GOS

WORD COUNT: 12839

...TEXT: below.

The economic approach emphasizes the need to monitor, to measure, and to reward an **employee** 's outputs or **behaviors** . The stress in this view is also on equitable rewards and the reduction of **goal** incongruence between the **organization** and the employee. The employer can choose to reward the employee for performing a set...

... the employee, and it strongly emphasizes the need to control employee shirking and assure competent **performance** (Eisenhardt, 1988). The transaction cost approach is more concerned with issues such as measurement of...

13/3,K/26 (Item 25 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01374736 00-25723

Individual performance appraisal systems

Starcher, Ronald

Production & Inventory Management Journal v37n4 PP: 58-62 Fourth Quarter 1996

ISSN: 0897-8336 JRNL CODE: PIM

WORD COUNT: 2901

...TEXT: expense of the organization. Performance appraisals also impede teamwork and foster harmful competition among coworkers.

Performance appraisals inevitably lead to suboptimization. Suboptimization is a term used to describe improving (optimizing) a department, a process, or an individual's **performance** at the expense of some other part of the organization. **Performance** appraisals usually involve measurement against some standard of **performance** . Achieving or exceeding this standard becomes the personal goal of the employee. While this may appear to be a highly desirable **behavior** for the **organization** , **individual goal** setting has a tendency to encourage suboptimization.

One study in particular highlights the suboptimization effects...

13/3,K/27 (Item 26 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01293557 99-42953

Recognize team success

Frazee, Valerie
Personnel Journal v75n9 PP: 27 Sep 1996
ISSN: 0031-5745 JRNL CODE: PEJ
WORD COUNT: 305

...TEXT: all or some employees for improved performance. They can be a powerful tool for aligning **employee behavior** with **organizational goals** .

Jerry McAdams, author of a new book called "The Reward Plan Advantage" (published by Jossey...

13/3,K/28 (Item 27 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01272511 99-21907

The ABCs of customer-centered performance measures

Lemak, David J; Austin, Walter W; Montgomery, Joseph C; Reed, Richard
SAM Advanced Management Journal v61n2 PP: 4-10+ Spring 1996
ISSN: 0749-7075 JRNL CODE: AMJ
WORD COUNT: 4617

...TEXT: behave in ways that hurt overall performance.

Dysfunctional Effects of CostAccounting Performance Measures

Once implemented, **performance** measures tend to take on life of their own, motivating specific behaviors. As the saying...

... drive organizational actions and strategies because it tells employees what is important and how their **performance** will be evaluated. Consequently, these **performance** measures become powerful motivators of **behavior** , and organization **members** lose sight of the **organization 's goals** . The **goals** become disconnected from actions and no longer serve as a driving and stabilizing force.
Once...

13/3,K/29 (Item 28 from file: 15)
DIALOG(R)File 15:ABI/Inform(R)
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01232376 98-81771

Implications for learning: Human resource management in east-west joint ventures

Cyr, Dianne J; Schneider, Susan C
Organization Studies v17n2 PP: 207-226 1996
ISSN: 0170-8406 JRNL CODE: ORS
WORD COUNT: 7486

...TEXT: joint ventures are outlined in Table 2.

Forces Leading to Enhanced Performance and Learning

Employee **performance** and learning is likely to be facilitated when there is perceived similarity of goals between learning can occur. A corporate climate which supports new norms for **performance** and learning is most likely to be achieved when cultural differences are respected, as discussed

by McGill et al. (1992). The attainment of strategic objectives is maximized through **performance** -reward links which reinforce for **employees** what is valued **behaviour** in the **organization**. Clear job goals, sufficient job related information and training, feedback on **performance**, and perceived links between **performance** and reward serve to enhance learning as well as to reduce ambiguity which can result...

13/3,K/30 (Item 29 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01189420 98-38815

Generic work behavior: An investigation into the dimensions of entry-level, hourly job performance

Hunt, Steven T

Personnel Psychology v49n1 PP: 51-83 Spring 1996

ISSN: 0031-5826 JRNL CODE: PPS

WORD COUNT: 11543

...TEXT: jobs, in order to develop such a taxonomy.

For the purpose of this study, job **performance** is defined as "actions or behaviors relevant to the **organization's goals**" (Campbell, 1990, p. 704). This broad definition of **performance** includes both productive and counterproductive **employee behaviors** that contribute or detract from **organizational goals**, including behaviors that are often considered to be separate from **performance**, and behaviors that might be considered to be conditions of employment instead of aspects of job **performance**. For example, measures of absenteeism were included in this study because in a global sense...

... goals. The current study was designed to focus primarily on non job-specific components of **performance** (Borman & Motowidlo, 1993; Campbell, 1990; Campbell, 1990; Campbell, McHenry & Wise, 1990). This was done by limiting the study to the investigation of **performance** in hourly, entry-level jobs. Hourly, entry-level jobs are defined as jobs that require ...

... relatively low level of job specific knowledge, skills, and abilities (KSAs), and by definition the **performance** of hourly entry-level jobs is largely dependent on non job-specific components of **performance**. As a result, most of the behaviors that influence the **performance** of hourly entry-level jobs are likely to exert some influence on the **performance** of most other types of jobs as well.

Hourly, entry-level jobs exist in both...

13/3,K/31 (Item 30 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01182986 98-32381

The politics of pay

Gupta, Nina; Jenkins, G Douglas Jr

Compensation & Benefits Review v28n2 PP: 23-30 Mar/Apr 1996

ISSN: 0886-3687 JRNL CODE: CPR

WORD COUNT: 4537

...TEXT: to achieve their objectives (presumably the recruitment and retention of high-performing individuals) and that **employees** tailor their **behaviors** to maximize their monetary rewards. However, this ideal of integrating individual and **organizational goals** is rarely achieved in practice. When pay systems don't work, people usually blame the...

...and mechanical difficulties in design (job evaluations are obsolete, the raise pool is too small, **performance** appraisal forms are deficient, etc.). Such explanations assume that people are inclined to behave rationally...

13/3,K/32 (Item 31 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01181896 98-31291

Rumors of the death of dispositional research are vastly exaggerated

House, Robert J; Shane, Scott A; Herold, David M

Academy of Management Review v21n1 PP: 203-224 Jan 1996

ISSN: 0363-7425 JRNL CODE: AMR

WORD COUNT: 9358

...TEXT: For example, research on the relationship between affect and supervisors' ratings has normative implications for **performance** appraisal. The AT&T studies on personality traits and managerial advancement provide information about career...responses to training helps managers to better design training processes for different types of organization **members**. Studies on personality **traits** and goal setting help managers to match the appropriate **organizational goals** to individual employees and, thus, to enhance organizational learning and productivity.

In short, dispositional research...

13/3,K/33 (Item 32 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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01141900 97-91294

Let's forget about 7-S paradigms and go back to basics

Lewis, Bob

InfoWorld v18n2 PP: 57 Jan 8, 1996

ISSN: 0199-6649 JRNL CODE: IFW

WORD COUNT: 559

...TEXT: when engineers design machines. Designers of organizations fail miserably at it. Compensation plans frequently encourage **employee behavior** that is at odds with the **organization's goals**. Accounting techniques encourage obstructive bureaucracies and political infighting. When we measure **performance** at all, we measure what's easy to measure, not what we care about.

Usually...

13/3,K/34 (Item 33 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00961909 96-11302

How to prevent the coming failure of quality

Numerof, Rita E; Abrams, Michael N

Quality Progress v27n12 PP: 93-97 Dec 1994

ISSN: 0033-524X JRNL CODE: QPR

WORD COUNT: 3715

...TEXT: success in quality and continuous improvement must bring about real partnerships between managers and their **employees** .

* **Employee - customer behaviors** can be changed without examining underlying employee- **organization** relationships. Employee identification with the **goals** , values, and objectives of the link that makes quality and continuous improvement possible. Every employee...

... the immediate job, the broader perspective on the meaning that job has for overall organizational **performance** . It's management's job to articulate this link and to hold the work force accountable for **performance** consistent with it. Without organizational trust, integrity, and fairness, employee identification will never be more...

13/3,K/35 (Item 34 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00945728 95-95120

Organizational change: Relationship between reactions, behaviour and organizational performance

Lewis, Dianne S

Journal of Organizational Change Management v7n5 PP: 41-55 1994

ISSN: 0953-4814 JRNL CODE: ORC

WORD COUNT: 6329

...TEXT: staff's--the changes had been a success.

Top management of ATISIA had set many **performance** indicators by which they planned to measure the success of their changes. Some of these related to **staff behaviour** and some to student statistics and overall **organizational goals** ; however, the examples given here have been chosen because they were the ones specifically mentioned...

13/3,K/36 (Item 35 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00929955 95-79347

The relationship between work setting and employee behaviour: A study of a critical linkage in the organizational change process

Robertson, Peter J

Journal of Organizational Change Management v7n3 PP: 22-43 1994

ISSN: 0953-4814 JRNL CODE: ORC

WORD COUNT: 9098

...ABSTRACT: goals, managerial behavior, and job designs - are examined regarding their relationships with a set of **employee behaviors** relevant to planned organizational change and, potentially, **organizational performance** . Only **goals** demonstrate a significant relationship with

the frequency of these behaviors. Furthermore, the 3 work setting...
...TEXT: change specialists indicated that organizational improvement would be associated with a greater frequency of these **behaviours** among all **organization members** .

Because one of the **goals** of planned change is to improve organizational **performance** , a greater prevalence of these behaviours should be associated with better **performance** . Hoffer (1986) tested this hypothesis in a sample of 36 branch offices of a national...

... the perceived frequency with which office personnel displayed these behaviours, and six measures of financial **performance** . (Hoffer labelled this set of behaviours the "workstyle behaviors". For convenience, this label will be...variable has been discussed, two additional hypotheses are proposed.

Work goals. Two important purposes of **goals** in **organizations** are to guide the **behaviour** of **individuals** and to motivate them to perform at higher levels of effectiveness (Richards, 1978). Research based...

... that specific goals are more effective than generalized goals, that difficult goals lead to greater **performance** than do easy goals, as long as the goals are accepted (Erez et al, 1985...

13/3,K/37 (Item 36 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00817069 94-66461

TQM's challenge to management theory and practice

Grant, Robert M; Shani, Rami; Krishnan, R

Sloan Management Review v35n2 PP: 25-35 Winter 1994

ISSN: 0019-848X JRNL CODE: SMZ

WORD COUNT: 6253

...TEXT: implication is that the central management problem is to devise incentives and sanctions that align **employee behavior** with the **organization's goals** . Two solutions exist. One is to create a hierarchy of principal-agent relationships where, at each level, managers monitor subordinates' **performance** and apply rewards and penalties. The other is to introduce market forces within the firm...

13/3,K/38 (Item 37 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00748203 93-97424

Hospitality faculty: A motivational challenge

Chesser, Jerald W; Ellis, Taylor; Rothberg, Robert

Cornell Hotel & Restaurant Administration Quarterly v34n4 PP: 69-74 Aug 1993

ISSN: 0010-8804 JRNL CODE: CHR

WORD COUNT: 4012

...TEXT: PICTURE. The changing nature of hospitality education demands additional research in the area of faculty **performance** , **performance** expectations, and motivation. We are aware that research of a more universal nature of the United States is currently being conducted to

determine possible indicators of congruence between faculty **members** ' work **habits** and **institutional goals** . For hospitality education, we see the need for research that can lead to learning how **institutions** set **goals** , knowing how hospitality education differs from other disciplines, tracking the historical progression from a focus...

13/3,K/39 (Item 38 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00727117 93-76338

Theoreticcal Perspectives for Strategic Human Resource Management

Wright, Patrick M.; McMahan, Gary C.

Journal of Management vl8n2 PP: 295-320 Jun 1992

ISSN: 0149-2063 JRNL CODE: JOM

WORD COUNT: 12176

...TEXT: Snell (1991) discussed two behavior management strategies. First, Behavioral Control consists of activities such as **performance** appraisal and pay systems that seek to control **employee behavior** to be in line with **organizational goals** . Second, Behavioral Coordination strategies consist of appraisal and organizational development activities that seek to coordinate **behavior** across **individuals** to support the organizational strategy.

The major focus of the Wright and Snell model was...individual employee performance. These practices are the means through which firms are able to align **employee behavior** with the strategic **goals** of the **organization** .

These models have recently been linked to human resources through the concept of bureaucratic costs...

13/3,K/40 (Item 39 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00696011 93-45232

Compensation management: Coherence between organization directions and teacher needs

Hajnal, Vivian J; Dibski, Dennis J

Journal of Educational Administration v31n1 PP: 53-69 1993

ISSN: 0957-8234 JRNL CODE: EDA

WORD COUNT: 7982

...TEXT: goal, the compensation system should, subject to equality and legality, attract and retain the desired **employees** , motivate **employee behaviour** which is consistent with the **organization** 's culture and **goals** , and control costs. The pros and cons associated with group and individual pay-for- **performance** strategies are explored in this section.

OLD STYLE MERIT PAY

In the USA and Canada...

13/3,K/41 (Item 40 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00665615 93-14836

People challenges in the public sector: A TUC view

Anonymous

Target Management Development Review v5n4 PP: 37-40 1992

ISSN: 0962-2519 JRNL CODE: TMR

WORD COUNT: 2177

...TEXT: groups where a collective agreement is negotiated. The main objective is usually to tie the **employee 's performance** and **behaviour** more closely to the overall **goals** of the **organization** .

EMPOWERMENT PHILOSOPHY

Public service managers argue that worker empowerment through quality initiatives is not a...

13/3,K/42 (Item 41 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00652576 93-01797

R2: The Reward and Recognition Phenomenon

O'Neal, Sandra

Compensation & Benefits Review v24n6 PP: 48-52 Nov/Dec 1992

ISSN: 0886-3687 JRNL CODE: CPR

WORD COUNT: 2421

...TEXT: Financial group-incentive plans do highlight, in a very real way, an organization's fiscal **performance** . Because plan payouts vary with the firm's **performance** , it is clear to all employees how the organization is doing. Employees, like shareholders, develop deeper insight into **performance** issues. If this is a **goal** of the **organization** , a financial group-incentive plan will meet the need.

If, however, the organization wants to modify **employees ' behavior** as well as gain their attention, an operational plan may be more suitable. Operational, or...

13/3,K/43 (Item 42 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00642690 92-57630

Effects of Feedback and Cognitive Playfulness on Performance in Microcomputer Software Training

Martocchio, Joseph J.; Webster, Jane

Personnel Psychology v45n3 PP: 553-578 Autumn 1992

ISSN: 0031-5826 JRNL CODE: PPS

WORD COUNT: 8728

...TEXT: 59.

Hollenbeck JR, Brief AP. (1987). The effects of individual differences and goal origin on **goal** setting and **performance** . **Organizational Behavior** and Human Decision Processes, 40, 392-414.

Ilgen DR, Fisher CD, Taylor MS. (1979). Consequences of **individual** feedback on **behavior** in organizations. Journal of Applied Psychology, 64, 349-371.

Ilgen DR, Mitchell TR, Fredrickson JW...

13/3,K/44 (Item 43 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00635770 92-50710

Motivation and Performance Perils

Prendergast, Paul

Management Accounting-London v70n6 PP: 42-43 Jun 1992

ISSN: 0025-1682 JRNL CODE: MAC

WORD COUNT: 1966

...TEXT: using their version of common sense to review employees, subjectivity will inevitably surface. Based on **goal** measurement problems, some **companies** in recent times have gone to a different method of reviewing and promoting **staff** .

Behavioural evaluation gets away from goal measurements. The idea also avoids the pitfall of Chrisr's Principle. The new approach is to list behaviours which are needed for an excellent **performance** rating. The required behaviours could be initiative, commitment, energy, inter-personal skills etc and the...

13/3,K/45 (Item 44 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00534624 91-08968

An Organizational Approach to Developing People

Higgins, Stephen E.

Bureaucrat v19n4 PP: 54-56 Winter 1990-1991

ISSN: 0045-3544 JRNL CODE: BUR

...ABSTRACT: director of the ATF strongly believes that people develop best when there is an overall **goal** and vision for the **organization** in which they work. ATF identified and shared its organizational values, which have influenced **employee behavior** and **performance** . The agency trained all managers and supervisors in the organization, using courses developed and presented...

13/3,K/46 (Item 45 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00240936 84-19496

Mind Games: Employee Perceptions Shape Your Behavior

Benson, Gary

Management World v13n5 PP: 48, 39 Jun 1984

ISSN: 0090-3825 JRNL CODE: MWL

ABSTRACT: The assumptions held by both managers and **employees** shape their **behavior** . If managers assume **employees** intensely dislike work, they

will try to coerce, control, and direct them toward **organizational goals**, through a system of external constraints. Likewise, if employees assume managers are autocratic and inflexible...

... behavior. Given the role that assumptions play in determining behavior, the only way to improve **performance** is through total organizational development. Many programs exist to help managers adopt alternative sets of ...

13/3,K/47 (Item 46 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

(c) 2003 ProQuest Info&Learning. All rts. reserv.

00216296 83-27857

The Organizational Control Structure

Tosi, Henry L.

Journal of Business Research v11n3 PP: 271-279 Sep 1983

ISSN: 0148-2963 JRNL CODE: JBU

ABSTRACT: The control structure of an organization attempts to influence **employees' behavior** to ensure compliance with **organizational goals** and policies. The control structure that helps elicit predictable **performance** is composed of the following factors: 1. formalization, 2. technology, 3. socialization, 4. selection processes...

13/3,K/48 (Item 47 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00213594 83-25155

Developing a Computer-Assisted Evaluation System

Cannon, Ted; Debenham, Jerry; Smith, Gerald

Personnel Administrator v28n9 PP: 43-47, 79 Sep 1983

ISSN: 0031-5729 JRNL CODE: PAD

ABSTRACT: The development of a good **performance** appraisal system is inherently difficult due to its diverse **goals** of: 1. guiding **organizational** growth and development, 2. providing protection from lawsuits, 3. helping change or modify dysfunctional work **behavior**, and 4. showing **employees** their expected **performance** levels. The Computer Assisted Personnel Evaluation (CAPE) system, developed and implemented in the Salt Lake...

... objective, and flexible personnel evaluation and rating system. CAPE is composed of a series of **performance** evaluation manuals and computer programs that analyze and store individual evaluations. Evaluations coded into CAPE...

13/3,K/49 (Item 48 from file: 15)

DIALOG(R)File 15:ABI/Inform(R)

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00180561 82-22122

Management and the Human-Resource Impact of the Electronic Office

Kasurak, P. C.; Tan, C.; Wolchuk, R.

Optimum v13n1 PP: 57-68 1982

ISSN: 0475-1906 JRNL CODE: OPT

...ABSTRACT: office requires recognition of its impact on organizational structure, staff relations, human resource planning, and **individual behavior** . A clear perspective on **organizational goals** is necessary for the effective **incorporation** of new office technology. Involving workers in system design can promote enthusiasm and reduce resistance...

... jobs and create new career opportunities. Policies must be developed to deal with issues of **performance** measurement, the displacement of workers, health concerns, and stress management. Human resource planning must emphasize...

13/3,K/50 (Item 49 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00150805 81-20682

Guidelines for Change in Health Care Organizations

Schermerhorn, John R., Jr.

Health Care Management Review v6n3 PP: 9-16 Summer 1981

ISSN: 0361-6274 JRNL CODE: HCM

...ABSTRACT: had been associated. A change was seen as any attempt to alter the attitudes or **behavior** of an **individual** , work group, or the total **organization** with the stated **goal** of improving present or future **performance** . It was found that the health care manager who is successful as an agent of...

13/3,K/51 (Item 50 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00044273 76-10102

AN ORGANIZATIONAL BEHAVIOR-MODIFICATION APPROACH TO ORGANIZATIONAL-DEVELOPMENT

LUTHANS, FRED

ORGANIZATION & ADMINISTRATIVE SCIENCES V6 N4 PP: 47-53 WINTER 1975/1976

ISSN: 0146-1400 JRNL CODE: OAS

...ABSTRACT: IT IS A MODEL FOR BEHAVIORAL CHANGE THAT ULTIMATELY FURTHERS ORGANIZATIONAL-DEVELOPMENT. THE MODEL IDENTIFIES **PERFORMANCE** -LINKED BEHAVIOR PROBLEMS, SUCH AS ABSENTEEISM AND TARDINESS. THEY ARE THEN MEASURED AND ANTECEDENTS AND...

... ENVIRONMENTAL CONTINGENCIES PRODUCING UNACCEPTABLE BEHAVIOR ARE CHANGED AND THE EFFECTS OF THE CHANGE ARE MONITORED. **PERFORMANCE** IMPROVEMENT IS THEN EVALUATED. BCM HAS BEEN APPLIED SUCCESSFULLY IN MANUFACTURING FIRMS AND BY NURSING SUPERVISORS IN HOSPITALS. IT IS ALSO AN EFFECTIVE ORGANIZATIONAL-DEVELOPMENT TECHNIQUE WHICH CHANGES **INDIVIDUAL** AND GROUP **PERFORMANCE BEHAVIOR** TO REACH **ORGANIZATIONAL GOALS** .

13/3,K/52 (Item 51 from file: 15)

DIALOG(R) File 15:ABI/Inform(R)

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00008453 73-03024

ORGANIZATIONAL BEHAVIOR AND MANAGEMENT ACCOUNTANT

PITTMAN, CLARENCE R.
MANAGEMENT ACCOUNTING V55 N1 PP: 25-28 JULY 73
ISSN: 0025-1690 JRNL CODE: NAA

...ABSTRACT: OF BEHAVIORAL ASPECTS IN REACHING GOALS. ACCOUNTING NOT ONLY AFFECTS BUT IS AFFECTED BY THE **BEHAVIOR** OF BUSINESS **MEMBERS** . ORGANIZATIONAL **BEHAVIOR** CAN BE DEFINED AS INDIVIDUALS WORKING WITHIN AN ORGANIZATION FOR THE ACHIEVEMENT OF BOTH PERSONAL AND **ORGANIZATIONAL GOALS** . THE ACCOUNTANT, IN TRYING TO ACHIEVE THE GROUP GOAL OF COST REDUCTION, MAY CONFLICT WITH...

... EFFECTIVE BUDGET, THOUGH, CAN REPRESS ASPIRATION. IF THE ACCOUNTANT WOULD ALSO USE FEEDBACK OF EXEMPLARY **PERFORMANCE** HE COULD HELP MAINTAIN HIGH ASPIRATION LEVELS.

13/3,K/53 (Item 1 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

07983567 Supplier Number: 62003642 (USE FORMAT 7 FOR FULLTEXT)
ORGANIZATIONAL CHANGE for RELATIONSHIP MARKETING.
TODOR, WILLIAM D.
Target Marketing, v23, n4, p76
April, 2000
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1226

... sufficient. Business Strategy must be transformed. Yet, to really transform business processes, organizational dynamics and **employee behavior** must change to become aligned with the new **goals** .

In customer-centric **companies** , high levels of interaction are required among employees across the organization rather than along product ...

...important concerns driving employee behavior is "who do I report to and who evaluates my **performance** ?" Activities perceived by employees to be unrelated to

13/3,K/54 (Item 2 from file: 16)
DIALOG(R)File 16:Gale Group PROMT(R)
(c) 2003 The Gale Group. All rts. reserv.

05331800 Supplier Number: 48113815 (USE FORMAT 7 FOR FULLTEXT)
Jose Ofman:Wang Laboratories
Terdoslavich, William
Computer Reseller News, p145
Nov 10, 1997
Language: English Record Type: Fulltext
Document Type: Magazine/Journal; Trade
Word Count: 1014

... the Americas
Company Headquarters:Billerica, Mass.
Age:43
Total 1996 Salary & Bonus:\$375,000 plus **performance - goal** bonuses
Years At The **Company** :Seven months
Favorite Way To Relax:Golf

Most-admired **trait** in another **person** :Communications skills
Least-admired **traits** in another **person** :Stubbornness and an
unwillingness to listen
What book are you reading right now?
On The...

13/3,K/55 (Item 1 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

11579256 SUPPLIER NUMBER: 19642971 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**Contact employees: relationships among workplace fairness, job satisfaction
and prosocial service behaviors.(Special Issue: Service Marketing)**
Bettencourt, Lance A.; Brown, Stephen W.
Journal of Retailing, v73, n1, p39(23)
Spring, 1997
ISSN: 0022-4359 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 10232 LINE COUNT: 00991

... research possible.

NOTES

(1.) In discussions of citizenship and prosocial behaviors, the terms
"behavior" and "**performance**" are often used interchangeably since these
employee behaviors are assumed to contribute to the attainment of
organizational goals.

(2.) Thanks are offered to John E. Dittrich for providing the
Organizational Fairness Questionnaire (OFQ...

13/3,K/56 (Item 2 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

10301674 SUPPLIER NUMBER: 20872805 (USE FORMAT 7 OR 9 FOR FULL TEXT)
**The relationship between individual orientation and executive leadership
behaviour.**
Church, Allan H.; Wacławski, Janine
Journal of Occupational and Organizational Psychology, v71, n2, p99(27)
June, 1998
ISSN: 0963-1798 LANGUAGE: English RECORD TYPE: Fulltext; Abstract
WORD COUNT: 13478 LINE COUNT: 01131

... that strong management and executive leadership can have on
organizations both in terms of financial **performance** (e.g. Barrick, Day &
Lord, 1991; Day & Lord, 1988; Wacławski, 1996) and employees' attitudes (e
...

...Van Fleet, 1992), personality is one of the primary means by which to
pursue this **goal**.

The link between personality and **organizational** outcomes

In general, it appears as though the trend towards using personality
theory to describe and predict **individual** supervisory **behaviour** is as
popular as it was in the late 1960s and early 70s, if not...

...field as to the validity of using any type of personality measure for
studying organizational **performance** -related outcomes (e.g. Hogan, Hogan &
Roberts, 1996), a meta-analysis of validation studies of...

...a somewhat modest ($r = .21$) but consistent relationship between such
assessments and a variety of **performance** criterion ratings. More recent

work has also supported such linkages, thus dispelling the notion that...

...of personality - i.e. neuroticism, extraversion, openness, agreeableness and conscientiousness - and various measures of job **performance** across several different occupational groups. Similarly, Chartrand, Rose, Elliot, Marmarosh & Caldwell (1993) have examined the...

...the field, the interest in linking individual personality to various aspects of organizational behaviour and **performance** continues.

Research on personality and leadership style

This trend appears to be particularly evident in...

13/3,K/57 (Item 3 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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08706917 SUPPLIER NUMBER: 18345346 (USE FORMAT 7 OR 9 FOR FULL TEXT)

An information processing approach for deciding upon control strategies and reducing control loss in emerging organizations.

Leifer, Richard; Mills, Peter K.

Journal of Management, v22, n1, p113(25)

Spring, 1996

ISSN: 0149-2063

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 11700 LINE COUNT: 01012

... emerging organizational designs pose difficult problems for ensuring that employees behave in ways consistent with **organizational goals** and aims.

In many **organizations**, emerging organizational structures and management processes have evolved to the extent that traditional methods of assuring **employee behaviors** toward the pursuit of organizational objectives may no longer be effective. Assuring that behaviors are...

...of organizational control (Etzioni, 1961). A control system is effective to the extent that task **performance** meets or exceeds organizational goals and expectations. This requires that goals are established or norms of **performance** are agreed upon. Evans, some time ago, observed the necessity for greater attention to control...

13/3,K/58 (Item 4 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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08573320 SUPPLIER NUMBER: 18156876 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The future workplace and the impact on HR managers.

Brady, Teresa

Employment Relations Today, v22, n4, p1(9)

Winter, 1995

ISSN: 0745-7790

LANGUAGE: English

RECORD TYPE: Fulltext; Abstract

WORD COUNT: 3671 LINE COUNT: 00291

... as consultants to help HR managers determine when either hourly or project pay is appropriate. **Performance** appraisals will center on goal achievement and team-based **behavior**. No longer will **individuals** receive rewards for their efforts toward **goal** attainment. Instead, all **companies** will view the individual's actual, bottom-line contribution to the company's goals as...

13/3,K/59 (Item 5 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

07674322 SUPPLIER NUMBER: 16759225 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Building team leader effectiveness: a diagnostic tool.
Steckler, Nicole; Fondas, Nanette
Organizational Dynamics, v23, n3, p20(16)
Wntr, 1995
ISSN: 0090-2616 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 8649 LINE COUNT: 00706

... three aspects of the person's relationship with him- or herself are relevant to job **performance** : (1) whether or not the person has an independent sense of self available to bring to develop a work agenda centering on the overlap between his own **goals** and the **organization** 's needs; and (3) whether or not other members of the organization seek and reward the proactive **behavior** of a **person** with an independent sense of self. These three aspects are potential sources of team-leader...

13/3,K/60 (Item 6 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

07274319 SUPPLIER NUMBER: 14920214 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Physicians' behavior and their interactions with drug companies: a controlled study of physicians who requested additions to a hospital drug formulary.
Chren, Mary-Margaret; Landefeld, C. Seth
JAMA, The Journal of the American Medical Association, v271, n9, p684(6)
March 2, 1994
ISSN: 0098-7484 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4225 LINE COUNT: 00377

... their careers.
Physicians generally perceive their behavior regarding prescription drugs as motivated mainly by drug **performance** data, yet their beliefs about selected drugs more closely matched advertising claims.[14] Although the...

...reports of their own behavior rather than observing it directly and did not relate the **behavior** of **individual** doctors to their interactions with specific **companies** .

STUDY GOAL AND HYPOTHESES

Our **goal** was to determine if physicians' interactions with drug companies were associated with a physician behavior...

13/3,K/61 (Item 7 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

06801849 SUPPLIER NUMBER: 15087494 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Gainsharing: overcoming common myths and problems to achieve dramatic results.
Masternak, Robert L.
Employment Relations Today, v20, n4, p425(12)
Winter, 1993

ISSN: 0745-7790 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 4189 LINE COUNT: 00345

... physical productivity. It is true that the early gainsharing plans employed rather narrow measures of **performance**. For example, Improshare is based on a standard ratio of labor hours per goods produced...

...point is that an organization needs to study its mission and vision. What are the critical **goals** of the **organization**? What types of **employee behavior** does the organization want to encourage?

Fixed Targets

In gainsharing plans, employees earn a bonus...

13/3,K/62 (Item 8 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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06789954 SUPPLIER NUMBER: 14680269 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Atochem's new measurement code keys on stakeholders' needs. (Elf Atochem North America) (Reengineering)

Mullin, Rick

Chemical Week, v153, n20, p40(1)

Nov 24, 1993

ISSN: 0009-272X LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 858 LINE COUNT: 00071

...ABSTRACT: North America investigative team, headed by senior financial Dir Larry Farmer, discovered that meeting the **company's** quality **goals** would require reengineering. The team determined that a process redesign involving changes in management's thinking and **workers' behavior** was needed. Atochem's reengineering effort has focused on the customer interface, product delivery and **performance** measurement.

13/3,K/63 (Item 9 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

06749898 SUPPLIER NUMBER: 14531774 (USE FORMAT 7 OR 9 FOR FULL TEXT)
The power of performance Measurement: a computer performance model and examples from Colorado cities.

Griesemer, James R.

Government Finance Review, v9, n5, p17(5)

Oct, 1993

ISSN: 0883-7856 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2965 LINE COUNT: 00252

... and achievement recognition.

Scholars have long recognized the central role that focus plays in organizational **performance**. High performing organizations--be they public or private--have clear goals and a strong focus. The process of establishing departmental **performance** measures requires that department goals be clearly identified, because one cannot measure **performance** until desired results have been defined. This seemingly simple act of defining results to be...

...the organization. Because measures have great power to direct activity, it is important that departmental **performance** measures be consistent with broad **organizational goals** and policy.

Performance measures not only focus the **organization** 's activity toward defined **goals** , they strongly influence **employee behavior** . The reasons, again, are straightforward: People react to what is measured. When goals are identified...

13/3,K/64 (Item 10 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

(c)2003 The Gale Group. All rts. reserv.

06518484 SUPPLIER NUMBER: 14561085 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The role of role playing in organizational research. (Special Issue: Yearly Review of Management)

Greenberg, Jerald; Eskew, Don E.

Journal of Management, v19, n2, p221(21)

Summer, 1993

ISSN: 0149-2063

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 10131 LINE COUNT: 00815

... human processes of perception, judgment, or cognition.

To Learn About Attitudes and Behavior in an **Organizational** Context

A key **goal** of **organizational** researchers is to learn about the **behavior** of **individuals** in various work contexts. For example, role playing studies have been used to provide insight into such organizational contexts as: the evaluation of job applicants Mayfield, Brown, & Hamstra, 1980), **performance** appraisal (Brown & Mitchell, 1986) and subordinate influence (Simms & Manz, 1984).

Unfortunately, it is all too...

13/3,K/65 (Item 11 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05922528 SUPPLIER NUMBER: 12720961 (USE FORMAT 7 OR 9 FOR FULL TEXT)

Theoretical perspectives for strategic human resource management.

Wright, Patrick M.; McMahan, Gary C.

Journal of Management, v18, n2, p295(26)

June, 1992

ISSN: 0149-2063

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT; ABSTRACT

WORD COUNT: 13105 LINE COUNT: 01093

... Snell (1991) discussed two behavior management strategies. First, Behavioral Control consists of activities such as **performance** appraisal and pay systems that seek to control **employee behavior** to be in line with **organizational goals** . Second, Behavioral Coordination strategies consist of appraisal and organizational development activities that seek to coordinate **behavior** across **individuals** to support the organizational strategy.

The major focus of the Wright and Snell model was...individual employee performance. These practices are the means through which firms are able to align **employee behavior** with the strategic **goals** of the **organization** .

These models have recently been linked to human resources through the concept of bureaucratic costs...

13/3,K/66 (Item 12 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB

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05901697 SUPPLIER NUMBER: 12281429 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Value-driven management.
Ginsburg, Lee; Miller, Neil
Business Horizons, v35, n3, p23(5)
May-June, 1992
CODEN: BHORA ISSN: 0007-6813 LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT; ABSTRACT
WORD COUNT: 2214 LINE COUNT: 00187

ABSTRACT: Corporate values guide **employee behavior**, support a goals system and promote achievement. Values need to be defined and prioritized. **Performance** objectives and accountability enforce **company goals**, and reward systems are effective.

13/3,K/67 (Item 13 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

05203395 SUPPLIER NUMBER: 10961163 (USE FORMAT 7 OR 9 FOR FULL TEXT)
American Management Assn. now full time. (in Puerto Rico)
Estrada, Edgar
Caribbean Business, v19, n25, p40(1)
June 27, 1991
ISSN: 0194-8326 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 501 LINE COUNT: 00041

... study analyzes the interrelation between the different levels of human resources in accordance with the **company's goal**.
This study is not an attitude survey or an analysis of needs. It is a contemplation of **behavior** preferences and how **employees** work. It analyzes how productive employees are in their duties and how this **performance** affects the company's effectiveness and overall productivity.
"This is one of the latest trends..."

13/3,K/68 (Item 14 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

04790072 SUPPLIER NUMBER: 09296929 (USE FORMAT 7 OR 9 FOR FULL TEXT)
8.5 steps to employee retention.
Barros, Annamarie
Medical Laboratory Observer, v22, n8, p53(4)
August, 1990
ISSN: 0580-7247 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT
WORD COUNT: 2343 LINE COUNT: 00198

... It definitely helps the cause when employees have a vested interest in seeing their own **goals** achieved when the **organization** succeeds.
Motivation is the major catalyst for **employee behavior** and **performance**. A highly motivated work force is self-directed and requires less supervision than a less...

13/3,K/69 (Item 15 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

04772355 SUPPLIER NUMBER: 08628054 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Evaluation practices. (Return on Investment: Accounting for Training)
Carnevale, Anthony P.; Schultz, Eric R.
Training & Development Journal, v44, n7, pS-23(7)
July, 1990
ISSN: 0041-0861 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 6208 LINE COUNT: 00561

... regarded training and line management collaboration in evaluation design as critical to accurate identification of **employee behaviors** necessary to contribute to **organizational goals**. The **organizations** interviewed use a variety of practical qualitative and quantitative measures of individual **performance** to demonstrate positive transfer of what was learned in training to the employees' jobs. Virtually...

13/3,K/70 (Item 16 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
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03868980 SUPPLIER NUMBER: 07021850 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Internal communication restructures for the '90s.
Troy, Kathryn
Communication World, v6, n2, p28(4)
Feb, 1989
ISSN: 0744-7612 LANGUAGE: ENGLISH RECORD TYPE: FULLTEXT; ABSTRACT
WORD COUNT: 2002 LINE COUNT: 00166

...ABSTRACT: on informing employees about changes, helping to increase morale, and developing messages which will affect **employee behavior**. Communicators are also focusing on **company goals** and product information, and almost 60% are investigating the effectiveness of their communication programs by...

...to emphasize employee communication and morale in the 1990s, but they will also influence employee **performance** by concentrating on company goals. Communicators also hope to use electronic message technology and audio...

13/3,K/71 (Item 17 from file: 148)
DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

02330142 SUPPLIER NUMBER: 03578944 (USE FORMAT 7 OR 9 FOR FULL TEXT)
Internal politics and the strategic business plan.
Jones, Robert E.
Journal of Small Business Management, v23, p31(7)
Jan, 1985
CODEN: JSBMA ISSN: 0047-2778 LANGUAGE: ENGLISH RECORD TYPE:
FULLTEXT
WORD COUNT: 3023 LINE COUNT: 00259

... their own self-interests rather than the prosperity of the firm.
2. Link resource allocation, **performance** evaluations, and rewards to goals. When goals become the foundation for allocating resources, clear signals...

...prevail. Such an outcome can only reinforce the motivation to play political games within the **organization**.

When **goals** form the basis for evaluating **performances** and for administering rewards, however, political **behavior** is constrained, because **individuals** are put on notice that failure to pursue **organization** -wide **goals** will be reflected in both **performance** evaluations and reward. Linking **performance** evaluations and rewards to goals strengthens employees' motivation to achieve stated, measurable objectives.

3. Develop...

13/3,K/72 (Item 18 from file: 148)

DIALOG(R)File 148:Gale Group Trade & Industry DB
(c)2003 The Gale Group. All rts. reserv.

01765177 SUPPLIER NUMBER: 02787066 (USE FORMAT 7 OR 9 FOR FULL TEXT)

The goal-oriented job evaluation.

Goff, Donald D.; Stump, Michael M.

Medical Laboratory Observer, v15, p32(5)

June, 1983

ISSN: 0580-7247

LANGUAGE: ENGLISH

RECORD TYPE: FULLTEXT

WORD COUNT: 1298 LINE COUNT: 00107

... achieve goals. This insures that the multipliers will work their effect in emphasizing and devaluing **performance traits** .

The **staff** must clearly understand **organizational goals** .

Otherwise, constructive change cannot flow through the laboratory.

Employees likewise must know in advance which areas of **performance** are most important, although that shouldn't give anyone license to let down completely in...

13/3,K/73 (Item 1 from file: 275)

DIALOG(R)File 275:Gale Group Computer DB(TM)

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01571117 SUPPLIER NUMBER: 13464162

Tips to organize your hard disk. (includes related articles on the pros and cons of disk partitioning and on an alternate organizing strategy) (Hard Disk Tips) (Tutorial)

Spector, Lincoln; Campbell, George

PC World, v11, n3, p144(6)

March, 1993

DOCUMENT TYPE: Tutorial

ISSN: 0737-8939

LANGUAGE: ENGLISH

RECORD TYPE: ABSTRACT

...ABSTRACT: to-remember names, backing them up regularly and considering data from a proprietary perspective. Every **user** has different work **habits** and **goals** , so the file **organization** will need to meet the specific user's needs. How to organize a hard disk...

...are shown for outsmarting installation programs, using file name limits to best advantage, and improving **performance** by keeping the AUTOEXEC.BAT's PATH statement short. The first step is to separate...

13/3,K/74 (Item 1 from file: 636)

DIALOG(R)File 636:Gale Group Newsletter DB(TM)

(c) 2003 The Gale Group. All rts. reserv.

03898627 Supplier Number: 50064709 (USE FORMAT 7 FOR FULLTEXT)

-DIGITAL: Center of Excellence helps financial institutions implement relationship mgmt solutions

M2 Presswire, pN/A

June 10, 1998

Language: English Record Type: Fulltext

Document Type: Newswire; Trade

Word Count: 942

(USE FORMAT 7 FOR FULLTEXT)

TEXT:

...to support a scalable, rapid development, multi- dimensional decision management solution for large diversified financial **institutions** ." The increased complexity of CRM **goals** and implementation poses challenges for financial institutions where knowledge of **customer behavior** and the ability to structure meaningful and appropriate actions can provide significant returns to the...

...Corporation powers the Center of Excellence with terabyte-class DIGITAL AlphaServer systems, which afford outstanding **performance** , scalability and full 64-bit muscle for analyzing large, complex data sets. Digital Equipment Corporation, recognized for product and service excellence, is a leading supplier of high- **performance** , Web-based computing solutions which help enterprises compete in the global marketplace. Digital gives its...

13/3,K/75 (Item 1 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2003 The Dialog Corp. All rts. reserv.

06403762 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Do appraisal systems benefit organisations?

Heera Singh

NEW STRAITS TIMES (MALAYSIA), p32

July 27, 1999

JOURNAL CODE: FNST LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1289

...to influence and channel the behaviours of their employees so as to optimise their contributions. **Performance** appraisals constitute one of the major management tools employed in this process. This is based on the notion that an individual's **performance** in a job is improved by having definite goals, feedback about their **performance** and complemented by an appropriate reward system.

13/3,K/76 (Item 2 from file: 20)

DIALOG(R)File 20:Dialog Global Reporter

(c) 2003 The Dialog Corp. All rts. reserv.

04793098 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Show Me the Money: Incentive Systems Launches First-of-a-Kind Incentive Compensation System

BUSINESS WIRE

March 29, 1999

JOURNAL CODE: WBWE LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 989

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... analyst, Application Delivery Strategies, META Group. "As business

drivers change, senior managers can then influence **employee behavior** by re-aligning compensation with the **goals** of the **organization** . Solutions for incentive compensation augment the capabilities of back- and front-office solutions by delivering...

13/3,K/77 (Item 3 from file: 20)
DIALOG(R)File 20:Dialog Global Reporter
(c) 2003 The Dialog Corp. All rts. reserv.

04321793 (USE FORMAT 7 OR 9 FOR FULLTEXT)

Various ways to free trapped minds

Victor S.L. Tan

NEW STRAITS TIMES (MALAYSIA), p04

February 13, 1999

JOURNAL CODE: FNST LANGUAGE: English RECORD TYPE: FULLTEXT

WORD COUNT: 1585

(USE FORMAT 7 OR 9 FOR FULLTEXT)

... individual performance. Recognition must be given for individuals who play a role in assisting the **organisation** to achieve team **goals** .

Evaluation of **performance** should not just be based on individual results but on co-operative **behaviour** of the **person** as well as the team results.

6. From unimaginative mindset to innovative mindset

Every great...

9/3,K/1 (Item 1 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT
(c) 2003 WIPO/Univentio. All rts. reserv.

00833852 **Image available**

**A METHOD FOR INTERACTIVELY MONITORING AND CHANGING THE BEHAVIOR, ATTITUDE
OR EDUCATIONAL STATE OF AN INDIVIDUAL, IN PARTICULAR AN INDIVIDUAL
RELATED TO AN ORGANIZATION**

**PROCEDE POUR SURVEILLER DE MANIERE INTERACTIVE ET CHANGER LE COMPORTEMENT,
L'ATTITUDE OU LE NIVEAU D'INSTRUCTION D'UN INDIVIDU, EN PARTICULIER
D'UN INDIVIDU DANS LE CADRE D'UNE ORGANISATION**

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Application: WO 2001DK161 20010309 (PCT/WO DK0100161)

Priority Application: DK 2000396 20000310; US 2000195046 20000406

Designated States: AE AG AL AM AT AT (utility model) AU AZ BA BB BG BR BY
BZ CA CH CN CO CR CU CZ CZ (utility model) DE DE (utility model) DK DK
(utility model) DM DZ EE EE (utility model) ES FI FI (utility model) GB
GD GE GH GM HR HU ID IL IN IS JP KE KG KP KR KZ LC LK LR LS LT LU LV MA
MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG SI SK SK (utility model)
SL TJ TM TR TT TZ UA UG US UZ VN YU ZA ZW
(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE TR
(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG
(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW
(EA) AM AZ BY KG KZ MD RU TJ TM

Publication Language: English

Filing Language: English

Fulltext Word Count: 13410

Fulltext Availability:

Detailed Description

Detailed Description

... to administrators, management and/or researchers.

The overall advantage of the method is that an **individual 's behavior**
and/or well-being and/or **performance** can be aligned with their
organization 's goals , and these can be compared to other individuals
and organizations on a global basis. When...

9/3,K/2 (Item 2 from file: 349)
DIALOG(R)File 349:PCT FULLTEXT

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00793243 **Image available**

ORGANIZATION OF INFORMATION TECHNOLOGY FUNCTIONS

ORGANISATION DE FONCTIONS DE TECHNOLOGIE DE L'INFORMATION

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Application: WO 2000US27857 20001006 (PCT/WO US0027857)

Priority Application: US 99158259 19991006

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LC LK LR LS LT LU LV MA MD MG MK MN MW MX MZ NO NZ PL PT RO RU SD SE SG

SI SK SL TJ TM TR TT TZ UA UG UZ VN YU ZA ZW

(EP) AT BE CH CY DE DK ES FI FR GB GR IE IT LU MC NL PT SE

(OA) BF BJ CF CG CI CM GA GN GW ML MR NE SN TD TG

(AP) GH GM KE LS MW MZ SD SL SZ TZ UG ZW

(EA) AM AZ BY KG KZ MD RU TJ TM

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Filing Language: English

Fulltext Word Count: 43417

Fulltext Availability:

Detailed Description

Detailed Description

... were developed previously. In one embodiment, this group develops a program that aligns individual and **organizational goals** and that reinforces **employees' behaviors** in support of the capabilities via financial compensation and financial or non-financial rewards. Note that Human **Performance** planning and on-going support is defined in the Human Performance Management Function Category. In many instances the Human **Performance** Infrastructure will I 0 already be in place. This function set defines the key functions required in building the Human **Performance** Infrastructure.

A group or function for recruiting and selection program development is one that develops...